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ABSTRACT

To assist local governments in their responsibility for eliminating and preventing discrimination in employment based on race, color, religion, sex, or national origin as specified by the Equal Employment Opportunity Act of 1972, the handbook provides guidelines for analyzing jobs and preparing job classifications (defining; listing duties performed; listing related knowledges, abilities, skills; employment qualifications). The main portion of the document (110 pages) consists of sample job classifications for approximately 50 positions commonly found in municipal government. Each classification description contains the four parts of job classification mentioned above. All or most of the major and typical duties of a city's class should be expected to be contained in the sample class. To further aid in the construction of a municipal classification plan, a comprehensive outline of common clerical job duties has been included. An outline of job responsibility and difficulty and explanation of types of supervision is also included. (AG)

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Handbook for Preparing Job Classifications

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PREFACE

With the advent in recent years of various legislative acts, Executive Orders, federal guidelines, and corresponding state mandates, personnel selection has become possibly the most dominant issue in personnel management today. With the passage of the Equal Employment Opportunity Act of 1972, coverage has been extended to include local governments for the first time. Personnel managers of these agencies are now responsible and accountable for eliminating and preventing discrimination in employment based on race, color, religion, sex, or national origin.

The Equal Employment Opportunity Commission, the Office of Federal Contract Compliance, and the United States Civil Service Commission, and federal courts (in decisions such as Griggs v. Duke Power, U.S. Supreme Court, 1971), have rendered opinions and laid down similar although sometimes conflicting guidelines to aid in compliance with the law.

In these guidelines of employee selection procedures, employment tests are defined as "any paper-and-pencil or performance measure used as a basis for any employment decision." This includes tests of abilities such as "general intelligence; mental and learning abilities; specific intellectual abilities; mechanical, clerical, and other aptitudes; dexterity and coordination; knowledge and proficiency; occupational and other interests; attitudes, personality, or temperament." It also includes "specific qualifying or disqualifying personal history or background requirements, specific educational or work history requirements, scored interviews, biographical information blanks, interviewers' rating scales, scored application forms, etc." This definition has also been adopted in the Rules on Employee Selection Procedures of the Iowa Civil Rights Commission.

These guidelines recognize that "properly validated and standardized employee selection procedures can significantly contribute to the implementation of non-discriminatory personnel policies, as required by Title VII of the Civil Rights Act of 1964." They also state that "the use of any test which adversely affects hiring, promotion, transfer, or any other employment of membership opportunity of classes protected by Title VII constitutes discrimination unless: (a) the test has been validated...". The conditions continue, but the requirement for validation is sufficient to illustrate to most cities in Iowa their lack of compliance. The fact that some cities utilize "pencil-and-paper" tests less than others offers no shelter to these cities since tests have been defined to cover essentially any system used to measure and appraise applicants for employment whether it be in the form of minimum requirements of education or experience, evaluation of personal history, interview results, or any combination of those criteria listed in the definition of "tests." Thus, it is imperative that selection procedures used in local governments be brought into accordance with the specifications of the equal employment laws.

The guidelines also outline acceptable evidence and minimum standards for validation of selection procedures. For economy of time and space, those guidelines will not be discussed here. It should be sufficient to note that whatever method and means are used, proper and extensive records, documentation, and information must be maintained. The redeeming factor of the guidelines is the recognition that:

> "Where a test is to be used in different units of a multi-unit organization and no significant differences exist between units, jobs, and applicant populations, evidence obtained in one unit may suffice for the others. Similarly, where the validation process requires the collection of data throughout a multi-unit organization, evidence of validity specific to each unit may not be required. There may also be instances where evidence of validity is appropriately obtained from more than one company in the same industry. Both in this instance and in the use of data collected throughout a multi-unit organization, evidence of validity specific to each unit may not be required: Provided, that no significant differences exist between units, jobs, and applicant populations."

For the local governments of Iowa this means that an overall-inter-jurisdictional program to validate selection procedures may be possible as a means of compliance. For this to be possible "significant differences...between units, jobs, and applicant populations" must not exist. For Iowa, the differences in applicant populations should not be so significant to be prohibitive. Nor should specific units of local governments and the jobs contained within these units be so dissimilar to prevent a cooperative validation. Thus, when job descriptions for a given job from a number of cities show no major differences, then the composite validity established between one selection procedure and the same jobs in all of the cities will suffice for any one of them. The concepts of comparability and major differences are somewhat vague at the present time, and it is possible that they will be clarified only in the inevitable series of court decisions. However, specifically prohibited is any assumption of validity not based upon documented empirical facts. Therefore, it is imperative that every interested city undertake a project of thorough job analysis to describe its jobs, if this has not already been done. In addition, cities currently possessing such information must assure that the information is kept up to date.

ANALYZING JOBS AND PREPARING JOB CLASSIFICATIONS

Job Analysis

A popular definition of job analysis from the U.S. Training and Employment Service is "the process of determining, by observation and study, and reporting pertinent information relating to the nature of a specific job. It is the determination of the tasks which comprise the job and of the skills, knowledges, abilities and responsibilities required of the worker for successful performance and which differentiate the job from all others." According to the U.S. Training and Employment Service job analysis involves a systematic study of the worker in terms of:

1. WHAT the worker does--the worker functions.
2. HOW the work is done--the methodologies and techniques employed and the machines, tools, equipment, and work aids used.
3. WHY the work is done--the materials, products, subject matter, or services which result.
4. The traits required of the worker.

As previously stated, our purpose in analyzing jobs is to provide a foundation for validating employee selection procedures. However, the facts obtained through an analysis of jobs can also be useful for a number of other purposes. Some of the more significant uses of job analysis, including our own of validation, are:

1. Recruitment and Selection, by providing data for recruitment and selection of workers best suited for the job.
2. Wage and Salary Administration, by providing data for job evaluation and implementation of a commensurate wage and salary plan.

3. Worker Utilization, by determining job relationships useful in transfer and promotion of workers.
4. Job Restructuring, by altering combinations of duties to allow the disadvantaged to be placed in entry-level, trainee positions and to facilitate the placement of workers in hard-to-fill jobs.
5. Training, by determining areas of training needs.
6. Performance Evaluation, by providing an objective basis for evaluation of employee performance.
7. Safety, by disclosing possible occupational safety hazards to be avoided.

Numerous methods of job analysis exist. One readily available publication concerning job analysis is titled Handbook for Analyzing Jobs from the U.S. Department of Labor printed in 1972. It is available through the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402 with an assigned stock number of 2900-0131 at a price of $2.50. This handbook along with other available references can adequately explain the methods and procedures of collecting and analyzing the proper information concerning jobs.

Job Classifications

The previously discussed technique of job analysis is adequate to produce job descriptions for each individual position within a unit in an organization. However, when large numbers of positions are involved, it is quite inconvenient to have a separate description for each. A job classification plan is often utilized to reduce the amount of data to workable and useful levels. A job classification plan is a systematic grouping of jobs into job classes on the basis of fundamental similarities. A job class by definition is a collection of positions of such a similar nature so as to be grouped together for uniform personnel administration in matters of compensation, recruitment and selection of employees, and other personnel-related matters. All jobs assigned to a specific class should be similar in the general nature and level of difficulty of work performed; the kinds and levels of responsibilities associated with the work; and the levels and types of knowledge, skill, and ability plus education and previous experience expected of an applicant for employment in a position in that job class. Although the main purpose and incentive for preparing a job classification plan has been historically for the establishment and administration of a pay schedule for workers, information contained in the classification plan can be adequate for other purposes, e.g., validation of selection procedures, if properly prepared.

Thus, if information from job classification plans across several local jurisdictions in Iowa is to be used for a cooperative validation effort, two major goals must be realized. First, such information must be in sufficient detail to be useful for validation purposes. A standard classification description used mainly for purposes of establishment of wage and salary schedules is frequently written only in terms of what the worker does. For validation purposes this information must be in greater detail than is generally available in the standard classification description. The description must not only reveal what duties are performed, but also how and why duties are performed. Job descriptions must also be carefully written to reveal the kinds and levels of performance required so that an adequate criterion may be formed against which a predictor may be checked. Second, to assure that no significant differences exist between jobs across jurisdictions, standardized methods of grouping jobs into job classes in the classification plans must be adopted. In existing classification plans it can be noted that although most jobs within a local jurisdiction may have a counterpart in other local jurisdictions, the occasional lack of uniformity and homogeneity in grouping and describing these jobs precludes any cooperative validation effort for these classes until such differences can be eliminated.

To aid local governments in producing job information adequate for validation purposes, the following material has been written with the previously mentioned goals in mind. These goals, to provide descriptions in sufficient detail and to assure uniformity and homogeneity of job classes across jurisdictions, are hoped to be accomplished by (1) discussing job classifications generally and pointing to areas where additional detail is needed, (2) providing examples of standard, widely used job classifications, (3) providing an outline of clerical job duties to aid specifically in the area of clerical job classes, and (4) providing an outline of definitions of job responsibility and job difficulty to aid in defining job classifications.

Defining a Job Classification

As previously mentioned, a job classification is a collection of positions of such a similar nature to be grouped together for ease and uniformity of personnel administration. All jobs assigned to a specific class should be similar in the general content and level of difficulty of work performed; the kinds and levels of responsibilities associated with the work; and the worker traits expected of an applicant for employment in a position in that job class. These worker traits or requirements for employment are traditionally stated in terms of types and amounts of knowledge, abilities, and skills plus education and experience.[1] Such information should evolve from a thorough analysis of the jobs involved.

The standard format of a job classification description consists of: 1) a definition of the job class; 2) a list of duties summarizing all of the major and typical duties of positions assigned to the job class; 3) a list of knowledge, abilities, and skills required of an applicant for employment in that job class; and 4) a description of previous training or education plus experience required for the acquisition of the aforementioned knowledge, abilities, and skills.

The first section of a job classification description is the definition. The definition should lay out the boundaries of the class by prescribing the characteristics required of a position to be assigned to the specific classification. Characteristics to be considered should include the general nature of the work, the difficulty of the work, the responsibility associated with the work, and the type of supervision received. To be assigned to a specific job classification, a position should contain duties of the same general nature with similar levels of job difficulty and types and levels of job responsibility and should receive the same type of supervision as all other positions in that classification.

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[1] It will be noted here that statements concerning required education and experience can legally be quite dangerous. A more detailed discussion is included on subsequent pages.

Thus every position must be analyzed and evaluated according to these factors: 1) general nature of work performed (job content in terms of duties performed), 2) difficulty of work performed (in terms of mental and physical effort and skill required), 3) responsibilities associated with the work performed, and 4) the type of supervision received.* For example, assume that it has been determined that two jobs have the same job content, involve similar types and levels of difficulty and responsibility, and receive the same type of supervision. That is, both jobs are concerned with performing general clerical work requiring the skilled use of a typewriter in many of the duties. Both jobs involve no responsibility for exercising supervision and only minimum levels, if any, of all other responsibilities. Both would be considered sedentary jobs, so the physical effort required would be similar in both jobs. Furthermore, both jobs require skilled typing, so both could probably be best described at the second degree of physical skill. Mental effort and skill are determined to be best described at the first degree of each factor, and each job seems to receive "direct supervision." From this example it is quite easy to see that these two jobs should probably be classified together under an appropriate job classification (most likely something resembling CLERK-TYPIST I).

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*Job responsibility, job difficulty, and supervision received are defined and discussed in the Appendices.

Now assume it has been determined that two jobs do not have the same or similar job content, differ somewhat in the types and levels of difficulty and responsibility, and receive different amounts of supervision. One of the jobs involved could be of the type previously described. The other might involve the maintenance and repair of parking meters instead of general clerical work using a typewriter. The job might also entail responsibility for supervision, which was absent from the clerical job. It might also be determined that higher levels of physical and/or mental effort or skill may be necessary for this job than in the previous job. Thus, these two jobs should not be classified together.

Although the preceding examples were quite obvious, they illustrate the use of the specific job characteristics in determining similarities and dissimilarities of jobs in order to properly define job classes. Unfortunately, not all jobs or groups of jobs are compared that easily. For example, jobs of the same or similar nature frequently do not involve the same levels of difficulty or the same types and/or levels of responsibility. Such jobs are usually classified in a series according to responsibility and difficulty with titles such as CLERK, INTERMEDIATE CLERK, SENIOR CLERK, or CLERK I, CLERK II, CLERK III. However this is not a simple process since the definitions for the various degrees of responsibility and difficulty offered in the appendix, or similar definitions from any other source for that matter, are subjective measures at best and decisions made on the basis of the same will not always be clear-cut.

Ideally, each and every position in a job classification would be of exactly the same nature, have exactly the same types and levels of responsibility, and would involve exactly the same types and levels of difficulty. However, such precision would result in a very high percentage of one-position classes, which is not only impractical but also unnecessary. Recalling the main objective, an interjurisdictional validation of selection procedures, general guidelines and definitions should be given concerning the points at which the content, responsibility, and difficulty are sufficiently similar to allow various jobs to be classified together and still retain the necessary homogeneity for validation. Unfortunately, such points are not clearly defined. The sample classifications provided represent popular, widely-used methods of defining job classifications, and should provide the necessary precision without being unduly restrictive. Admittedly, not all sample classifications will fit every circumstance and satisfy everyone involved.

Reference should be made at this point to the hazards of forming separate classifications when job content, responsibility, and difficulty don't clearly differ among the jobs involved. One can only speculate on reasons for such classifications. Possibly reasons may involve circumvention of the Civil Service Law to avoid procedural delays in filling certain positions, or maybe the reason is to provide preferential treatment for specific individuals or groups, e.g., males who demand higher pay. Whatever the reasons, the boundaries as outlined in the job classification definition should be only so precise as to assure the homogeneity of jobs in the class.

It is helpful to note the relationship between the amount of supervision received and levels and types of job responsibility and difficulty associated with a job. By definition, certain types of responsibility and difficulty will vary as the amount of supervision varies. That is, as the amount of supervision decreases, the difficulty of the job and responsibilities assigned to it usually increase. The responsibility for policy, methods and procedures along with mental skills required are especially noteworthy in this respect. The value of such relationships can be measured when actually writing out definitions of job classes. By stating the type of supervision received in a job, a considerable amount can be implied concerning the difficulty of the job and the responsibilities assigned to it, thus saving time and effort in avoiding needless repetition.

Listing the Duties Performed

The second section of a job classification description is a list of duties performed. This list should summarize all of the major and typical duties of positions assigned to a specific classification. Each sentence in this section should conform to a standard sentence structure. The subject is always the worker, which is implied but not expressed. The verb, which always begins the sentence, is synonymous with the worker function; it is always stated in the third-person, singular, present tense. Every duty should be stated to explain WHAT the worker does, HOW it is done, and WHY it is done. Care should be used in choosing descriptive action verbs and in avoiding non-descriptive verbs such as PERFORMS and MAINTAINS in this section. Sometimes the HOW and WHY of an action are understood and need not be stated. Good sentence structure should evolve from and be an end result of a thorough job analysis Two examples of good sentence structure follow. The WHAT, HOW, and WHY of the duty described are easily identified.

> "Measures field with chain, wheel, or tape to ascertain dimensions used to compute acreage for allotment of crops."

> "Escorts individuals to provide protection from bodily injury or invasion of privacy, using physical force or firearms when necessary."

Listing Related Knowledges, Abilities, and Skills

The third section of a job classification description should list knowledge, skills, and abilities related to performance of the duties summarized in the second section. This list should be stated in terms of minimum levels required of an applicant or candidate to qualify for a position in a class, that is, entry requirements. Every listing in this section should be strictly job-related. Moreover, any knowledge or skill able to be learned or acquired in a short orientation or on-the-job training period should not be considered as a minimum requirement for employment and should not be stated as such since EEOC rules forbid it. More realistically the applicant should only possess the ability to acquire such knowledge or skill after a reasonable period of time on the job. For example, statements to the effect that applicants must have specific previous knowledge of a city's functions, organization, etc., to qualify for a job would most likely be judged as prima facie evidence of unlawful discrimination. Such a requirement would limit selection of an individual for the position in question to the small circle of present or past employees and their friends, and would tend to exclude minority persons who have not yet broken into the circle although having all of the necessary technical skills.

Statements concerning skill or ability should be given the same consideration. For example, requiring "skill in the operation of a key-punch machine" for a beginning-level key-punch operator could very well be considered a violation since key-punch operation can be learned quickly during orientation and a short period of on-the-job training by an otherwise qualified typist.

Setting Minimum Requirements for Education, Training, and/or Experience

The last section in a job classification description deals with the previous training or education and experience related to a class. This section should state the minimum requirements of the aforementioned training, education, and/or experience and, of course, must be validated like any other "employment test." General education requirements such as a high school diploma should be avoided, as stipulated in the Griggs decision (U.S. Supreme Court, 1971c). A more acceptable approach is to use education requirements only when they could be considered to be obvious samples of job performance (e.g., an engineering degree for engineers, courses in bookkeeping for bookkeepers, etc.) rather than signs of job performance (e.g., high school graduation indicates high motivation) unless there is strong validity evidence to support such practices.

Job requirements in this section are quite often stated as "desirable" rather than "minimum" requirements to avoid the problems previously discussed. However, the results can be far worse. Potential job applicants often select themselves out when they see they do not meet the "desired" standard, which by definition is usually set at a higher level than one would need to do a minimum acceptable job. Furthermore, "desired" requirements have a way of turning into "minimum" requirements and thus limiting applications - often to the detriment of the groups protected under law. The only answer seems to be to set realistic "minimum" standards which can be defended by research and emperical facts.

Sample Job Classifications

Sample job classifications have been included as a complement to the preceding guides and instruction. Many of the common jobs in municipal employment will be covered by these samples, but the list obviously cannot be comprehensive. Hopefully, classifications to cover remaining jobs may be constructed in accordance with the preceding instructions aided by the experience in dealing with the other classifications.

This list of samples was prepared by analyzing several existing classifications plans. Each classification description contains the four parts described earlier in this text. They are (1) the definition, (2) a list of duties, (3) knowledge, abilities, and skill, and (4) education and experience. The definitions of the sample classes closely resemble those of the majority of existing classification plans. However, the list of duties in the sample classes resembles more of a composite of job duties listed in existing classification plans. Not all duties listed in a sample class should be expected to be contained in a specific city's class. But, all or most of the major and typical duties of a city's class should be expected to be contained in the sample class. The knowledge, skill, and ability and the education and experience sections in the sample classes are similar to the section listing examples of duties. That is, some statements from these two parts may not refer to all cities.

As mentioned considerably earlier in this text, many job classifications exist in a series. The number of class levels within a series may typically vary from city to city from two to four levels due to large differences in specialization of labor and number of employees. The sample job classifications presented here represent a common division of labor, but obviously will not fulfill the needs of all cities since some cities may require more classes and some less. Furthermore, for the purposes of these sample classifications, complete descriptions of each level is not given for economy of space and time. But rather, the beginning level is completely described with advanced levels described in terms of distinguishing characteristics from the beginning level. Duties listed under advanced levels are those usually performed in advanced classes only. Duties common to both beginning and advanced classes are usually not relisted in the advanced level description.

Sample Clerical Job Duties

To further aid in the construction of a municipal classification plan, a comprehensive outline of common clerical job duties has been included. It must be understood that the given descriptions of job duties are not intended to be specific to any one job. They are generalized descriptions from which items can be selected to fabricate statements of actual duties involved in a specific local job, excerpting those items, phrases, or terms that are not descriptive of the particular local job. To use these general statements:

1. Be as specific as possible in every detail. Where the general statement indicates an "and/or" or "with or without" condition, specify which of the alternatives applies for the specific job in question.
2. Include only those parts of a general statement that refer to duties required by the specific job; omit those that are not usually required in a job.
3. Whenever possible, substitute more specific words or phrases for the general words or phrases in the statement. For example, in the duty "assists applicants, clients, or other individuals in filling out special forms" tell exactly what individuals are assisted in filling out what forms. For instance, the specific job duty might read "assists job applicants in filling out applications for employment" or "assists building contractors and owners in filling out applications for building permits."
4. Be sure to completely describe the entire job duty. For example, the process of issuing licenses and permits, a common municipal clerical function, might be described as:

> "Assists building contractors and owners in filling out applications for building permits. Makes out building permit forms according to designated procedure using a typewriter. Receives cash for payment of fee making proper change if necessary without using a cash register.

> Issues building permits upon presentation of proper application form and receipt of correct fee."

The last statement in this description is usually offered as a complete description of the entire process, but it does not, in itself, render a complete description. Care should be exercised to avoid stating the end result as the entire job duty and omitting steps leading to the end result.

APPENDIX A: OUTLINE OF CLERICAL JOB DUTIES

I. STENOGRAPHY, TYPING, FILING, AND RELATED DUTIES-This division includes duties concerned with making records, including written communications, using shorthand or other speedwriting technique and/or typewriting with both speed and accuracy and with classifying and filing these records. Other record-making not involving skilled typing and shorthand is listed elsewhere.

A. Stenographic Duties-This group includes duties concerned with taking shorthand or speedwriting notes by hand or by using stenotype machine and transcribing them.

1. Takes average speed dictation using shorthand or stenotype machine.

2. Takes general notes and/or minutes at meetings or conferences by longhand, or by shorthand or stenotype machine.

3. Takes technical or relatively fast dictation such as verbatim notes at meetings or conferences, using shorthand or stenotype machine.

4. Transcribes shorthand or stenotype notes using typewriter.

B. Typing Duties-This group includes duties concerned with recording data by means of a typewriter. Not all duties requiring the use of a typewriter are included, but those and only those that require both speed and accuracy in the use of a typewriter. Other duties requiring the use of a typewriter with only a modicum of speed are listed elsewhere.

1. Typewrites straight copy from correct forms and/or rough drafts.

2. Prepares duplicating machine "stencils" and/or "master copies" using a typewriter.

3. Makes up tables, graphs, charts or diagrams, based on data supplied from other sources using typewriter and/or drawing, lettering, or other instruments.

4. Transcribes and typewrites dictation from transcribing machine.

5. Makes such preparations and adjustments of a typewriter as necessary to type materials in a variety of typical formats; changes ribbon, cleans type, and otherwise performs routine maintenance of a typewriter.

C. Filing Duties-This group includes duties concerned with classifying, sorting, and filing correspondence, records, and other data following a system based on alphabetical, numerical, or other rules of categorizing and/or sequencing predetermined by supervisor or other administrative personnel.

1. Sorts various forms or other items by hand into pre-determined groups or sequences.

2. Assembles various forms, records, or other items into specific groups or sequences.

3. Classifies informational material, correspondence, special forms, records, orders, or other items, following designated methods of systematized arrangement.

4. Sets up files and/or codes, indexes, tabs, or otherwise prepares classified material for filing or identification, using designated systems.

5. Places various forms, records, correspondence, or other material in proper position in systematic file.

6. Locates and removes specific items from systematic file.

7. Transfers or otherwise disposes of old or outdated material contined in files.

D. Correspondence Duties-This group includes duties concerned with composing correspondence and related items for the purpose of obtaining or giving information.

1. Composes routine correspondence or memoranda, following designated methods, procedures, and policies.

2. Composes correspondence requiring specific knowledge of methods, procedures, policies, or other information.

II. COMPUTING, CHECKING, AND RECORDING-This division includes duties concerned with performing arithmetic computations, checking records and forms, and entering, posting, or otherwise recording verbal and numerical data with or without the use of machines.

A. Computing-This group includes duties concerned with performing arithmetic computations with or without the aid of machines. Office machines used may include adding and calculating machines, billing machines, posting machines, bookkeeping machines, or cash registers.

1. Makes simple calculations such as addition or subtraction with or without using a machine.

2. Performs ordinary calculations requiring more than one step, such as multiplication or division, with or without using a machine.

3. Performs numerous types of computations including relatively complicated calculations involving roots, powers, formulae, or specific sequences of action with or without using a machine.

4. Balances specific items, entries, or amounts periodically with or without using a machine.

5. Keeps a running balance of specific items, entries, or amounts, with or without using a machine.

6. Checks or verifies numerical data by recomputing original calculations with or without using a machine.

7. Corrects or marks errors found in figures, calculations, operation forms, or record book data, by hand or by using typewriter or some type of office machine.

8. Determines rates, costs, amounts, or other specifications for various types of items, selecting and using tables of classification data.

9. Changes machine tape; cleans, adjusts, and otherwise performs routine office machine maintenance.

B. Checking-This group includes duties concerned with routine checking of forms and records for accuracy and completeness. Checking involving arithmetic computations is included in Computing.

1. Checks items to make certain that correct procedures have been followed.

2. Checks standard forms and/or correspondence for inaccuracies of spelling, punctuation, grammar, spacing, neatness, or general appearance.

3. Checks numerical or verbal data on forms, records, or other items against a master form, or other standard for inconsistencies, errors, or omissions.

4. Investigates, traces, or follows-up various forms, records, orders, materials, or other items.

C. Recording-This group includes duties not elsewhere classified concerned with entering, posting, or otherwise recording verbal and/or numerical data on stocklists, ledgers, registers, and similar record forms, with or without the aid of typewriters and office machines. Machines used may include posting machines, billing machines, checkwriting machines, bookkeeping machines, or cash registers.

1. Copies desired data from one form or record into the proper place on another form or record by longhand, or using typewriter or some type of office machine.

2. Prepares routine lists of specific items, numerical and/or verbal, according to designated system by longhand or using typewriter or some type of office machine.

3. Allocates debits, credits, costs, charges, or other similar bookkeeping items to correct accounts or classifications.

4. Draws up contracts, specifications, or other forms requiring specific knowledge of methods, procedures, policies, or other information.

5. Makes simple or routine entries in record books or on special or standard forms by longhand or using typewriter or some type of office machine.

6. Records on special forms or records all items of particular type(s) or classification(s) by longhand, or using typewriter or some type of office machine.

7. Makes out various routine forms such as checks, receipts, invoices, form letter addresses, or other items, according to designated methods, policies, and procedures by longhand, or using typewriter or some type of office machine.

8. Makes such preparations and adjustments of machine as necessary for use.

D. Cashiering Duties-This group includes duties concerned with receiving and disbursing money.

1. Receives and/or pays out cash, making proper change if necessary with or without using a machine such as a cash register.

III. CLERICAL MACHINE OPERATING AND TENDING-This division includes duties concerned with operating and/or tending clerical machines other than typewriter, adding or calculating machine, posting or bookkeeping machine, or any other machine covered elsewhere in the outline. Included are data processing, duplicating, and mail processing machines. Also included are the manual performance of these duties and other manual duties.

A. A.D.P. Equipment Operating Duties-This group includes duties concerned with operating machines that transcribe data to or from punchcards or tape for use in automatic data processing equipment.

1. Punches and records desired numerical and/or verbal data on proper forms or cards, using an Alpha-meric type key punch machine or an alphabetical printing-punch machine.

2. Makes duplicate copies of punched tabulating cards, using a key-punch-duplicating machine.

3. Checks and verifies the accuracy of data punched on tabulating cards using a checking machine or a key-board-type verifying machine.

4. Sorts punched cards into predetermined groups using a sorting machine, following a prescribed procedure.

5. Sorts punched cards into predetermined groups, using a sorting machine and determining the most efficient procedures and methods to be followed to obtain desired results.

B. Clerical Machine Duties-This group includes duties concerned with operating and/or tending machines to perform clerical functions such as duplicating or mail-preparation. The manual performance of these duties may also be included.

1. Inserts various forms, correspondence, or other items into envelopes, folders, or similar containers by hand, or using an inserting machine.

2. Folds various forms, records, or other items by hand or using a folding machine.

3. Seals envelopes, folders, or other items by hand, using a special rubber sponge, or other moistening device, or using an envelope-sealing machine.

4. Addresses various forms, envelopes, cards, folders, packages, or other items by hand, using a typewriter or addressing machine.

5. Affixes tags, labels, postage stamps, or other special forms to envelopes, folders, packages, crates, or other items by hand or using a stamping machine, or stapler.

6. Fastens together various forms, records, or other items, using clips, pins, or stapling apparatus.

7. Opens envelopes, folders, or similar containers by hand, using a letter-opener, or using letter-opening machine.

8. Makes duplicate copies of typewritten or handwritten numerical, verbal, or diagramatic matter using some type of duplicating machine.

9. Repairs, adjusts, cleans, or performs other office machine maintenance.

C. Manual Duties-This group includes duties not elsewhere classified concerned with performing routine, non-machine tasks in working, moving or carrying objects or materials.

1. Unwraps and/or unpacks various types of articles.

2. Puts stock, merchandise, or other items in specific or predetermined places or containers.

3. Wraps and/or packs various types of articles.

4. Removes stock, merchandise, or other items from specific places or containers.

5. Delivers, distributes, collects, and/or procures various forms, records, mail, or other items on foot, or using a hand truck, bicycle, or other motorless conveyance, or using a motorcycle, automobile, or other motor-driven conveyance.

6. Holds or stacks papers, packages, or various other items for marking, filing, machine work, or any other operation performed by another person.

7. Cuts or tears apart perforated or other special forms.

8. Sharpens pencils; keeps desks or other working places supplied with necessary materials; cleans, dusts, rearranges, or otherwise tidies up or improves neatness of appearance of desks, equipment, or other items; and performs other similar routine tasks.

IV. INFORMATION GATHERING, DISPENSING, AND RELATED-This division includes duties concerned with collecting information and/or relating or otherwise dispensing it to interested parties.

A. Reception Duties-This group includes duties concerned with receiving the public and related duties in answering requests directly or by telephone for information about such matters as activities carried on in establishment, location of offices or employees, and the like.

1. Answers telephone.

2. Places telephone calls.

3. Sends telegrams.

4. Receives orders, requests, instructions, or information, personally or by telephone.

5. Answers questions and gives requested directions or other information directly or by telephone.

6. Explains details of services, methods, or policies.

7. Sends, routes, relays, or refers information, special forms, or items of material to proper persons or departments.

8. Summons employees, officials, or other individuals to a specific location by contacting them personally or by means of telephone, buzzer, or other signal system.

9. Gives out various materials, forms, or other items upon request of customers, clients, or other individuals.

10. Escorts individuals to and/or from certain offices, departments, or other specified locations.

11. Obtains necessary or desired information on specific subjects or authorizations, approvals, or signatures from customers, superiors, or other individuals or by consulting or studying specific books, manuals, catalogs, or other sources in order to respond to various requests, questions, etc., or for other purposes.

B. Report Preparation-This group includes duties concerned with preparing analyses, summaries, or other reports from compiled information.

1. Prepares routine reports, based on information at hand, following designated procedures.

2. Prepares reports requiring the investigation of various sources of information, and systematic organization and presentation.

3. Prepares analyses or summaries of programs, reports, specific operational items, or other data.

4. Prepares or compiles financial, statistical, or numerical statements and/or accompanying descriptive reports.

5. Makes out routine schedules of work, production, appointments, arrivals, departures, or other matters.

C. Other Information Duties-This group includes duties not elsewhere classified concerned with gathering information and dispensing or otherwise acting upon it.

1. Selects and/or gathers specific data, information, or desired items, periodically or upon request according to designated methods and procedures.

2. Compiles numerical or statistical data for tables, charts, rate schedules, or other uses with or without using a machine.

3. Approves or rejects applications, requests, claims, or other items, following operational policies or rules of action.

4. Assists applicants, clients, or other individuals in filling out special forms.

5. Administers aptitude or proficiency tests to job applicants or employees.

6. Solicits payment of bills and/or contacts individuals directly, making collections of money and keeping a simple record of each collection.

7. Searches indexes, manuals, files, records, or other sources for desired or missing information on specific subjects.

8. Compiles lists of numerical, verbal, or other descriptive data.

9. Reads incoming correspondence, determining disposition and/or destination.

V. OTHER DUTIES-This division includes duties not elsewhere classified concerned with municipal clerical classifications.

A. Supervisory Duties-This group includes duties concerned with supervising and coordinating the activities of personnel engaged in clerical work. Includes determining work procedures and other administrative (minor) decision-making.

1. Reviews and analyzes work of others, calling attention to use of correct and incorrect procedures or methods and to correct and incorrect entries or results.

2. Assigns individuals to specific duties, locations, or machines and/or directs individuals in the performance of their assigned duties including orienting new employees to job duties.

3. Plans and/or coordinates the assignment or execution of duties performed by other individuals.

4. Makes estimates of operational procedures, needs, or requirements, such as operating budgets, materials or space needed, or numbers of items.

5. Determines and/or authorizes various expenditures, purchases, or other specific courses of action, basing decisions on rules of action, company policy, or executive request.

6. Determines types of business and/or operational data to be recorded, forms or records to be used, or procedures to be followed.

7. Takes leadership in developing and maintaining a working environment that is characterized by efficiency, cooperation, and positive interpersonal attitudes.

8. Selects, hires, and dismisses employees, or assists in the process, as delegated by immediate superior.

B. Accommodating Duties-This group includes duties concerned with furnishing supported personnel and other individuals with necessary services and conveniences. Includes scheduling appointments, making travel arrangements, notifying individuals of appointments or obligations, and other services.

1. Anticipates needs of employer(s) and gathers together records, letters, or other specific items of information that might be wanted.

2. Arranges interviews, appointments, or other meetings by consulting a list, time schedule, or other record, or by contacting, directly or indirectly, any or all of the persons concerned.

3. Makes arrangements for reservations, purchase of tickets, or other similar matters.

4. Notifies or reminds certain individuals or departments of meetings, scheduled dates, or specific duties or occurrences.

5. Arranges for comfort of customers, clients, or similar individuals.

C. Telephone Switchboard Operating Duties-This group includes duties concerned with operating telephone switchboard to relay incoming and interoffice calls and make connections with outside lines for outgoing calls.

1. Makes proper connections for incoming, outgoing, or inter-office telephone calls operating a cordless telephone switchboard or a telephone switchboard equipped with jacks and slots.

D. Stock Checking and Requisitioning Duties-This group includes duties concerned with receiving and verifying stocks of materials or other items, assigning locations to and issuing same, and maintaining stock levels including inventorying and requisitioning. Storing and related recording of stock are listed elsewhere.

1. Determines need for and/or makes routine orders for necessary supplies, materials, or other items.

2. Makes routine checks for the presence or absence of items, such as receipt of materials, supplies on hand, and the like.

3. Checks actual quantity, quality, condition, value, or type of item against a master form or standard verifying the accuracy of the forms and/or correctness of the item.

4. Weighs items, noting weights or weight deviations.

5. Counts various items.

6. Calls out or reads aloud items, names, numbers, or other data listed on special forms or assembled in classified or unclassified groups or lots.

7. Issues special forms or specific items upon request, or upon presentation of receipt, money, proper forms, or identification, by hand or using a ticket-dispensing or similar machine.

8. Receives merchandise, materials, forms, telegrams, mail, or other items which are being delivered, or being returned for refund, replacement, or other purpose.

APPENDIX B: OUTLINE OF JOB RESPONSIBILITY AND DIFFICULTY

I. RESPONSIBILITIES OF THE JOB

By definition, the term responsibility imposes accountability, answer-ability, or obligation to see that certain duties, tasks, functions, or objectives assigned to a class are accomplished. The various subfactors of specific responsibility measure the relationship for judgement exercised, latitude of decision-making, activity performance, effect and consequences of loss, damage, saving, improvements, etc., to the importance of the specific and the whole. The difficulty involved in any responsibility as to job complexity is not considered here, but is measured under PERSONAL DEMANDS. To be considered, the responsibility should be a regular, direct, and usual function of the job. Few, if any, jobs will contain all specific responsibilities.

A. Responsibility for Supervision Exercised- This factor considers the responsibility vested in a job for supervising the work of other employees. It refers to and is limited by the responsibility the job imposes upon incumbents to direct and control the activities of subordinates in a direct or recognized line of authority in such matters as the assignment of work, approval of work, job training or work instruction, handling of subordinates' grievances or complaints, morale, and the recommendation of or conductance of activities affecting tenure, promotion, salary, etc., of other employees. It does not refer to "functional" guidance on a temporary basis, control for purposes of safety, training programs, referral, counseling, indoctrination, initial selection, general welfare, or similar activities which are evaluated under POLICIES, METHODS, AND PROCEDURES. The various levels of supervision exercised are defined as:

DEGREE 1-Limited to making work assignments to small groups performing routine work; may check or review work performance; normally performs same operations as those supervised 50% or more of the time.

DEGREE 2-Immediate supervision over a work unit in which operations are routine or performed in accordance with established procedure for work planning, review, and personnel; more than 50% of time spent on supervisory duties.

DEGREE 3-Immediate supervision over a work unit in which operations are diverse and complex.

DEGREE 4-General supervision over a large work unit in which some employees being supervised assume responsibility and make work assignments to others.

B. Responsibility for Policy, Methods, and Procedures-is the responsibility for the execution and/or origination of policies, methods, and procedures. It refers to the function of making recommendations, giving or rendering interpretations or expressing conclusions of personal opinion, knowledge, and independent thinking rather than just supplying factual information or data. It also encompasses the development and improvement of methods of work in positions of other classes. There also may be substantial influence or effect upon the methods, procedures, or courses of action selected and approved by others not subordinate to the specific job in a recognized line of authority or put into effect by other than the incumbent or his subordinates.

DEGREE 1-Execution: Follows or carries out existing methods and procedures related to duties of own position.
Origination: Methods developed by others.

DEGREE 2-Execution: Carries out, interprets, and enforces existing methods and procedures of own position.
Origination: Methods developed by others; responsibility for improvement of routine operations.

DEGREE 3-Execution: Carries out, interprets, and enforces existing methods and procedures of unit.
Origination: Assists in originating and developing intra-unit procedures.

DEGREE 4-Execution: Same as Degree 3.
Origination: Assists in the formulation of administrative policy.

C. Responsibility for Personal Contacts-is the responsibility for representing the organization in personal contacts with others outside the immediate organizational unit. Contact with co-workers, direct subordinates, and direct supervisors are not included. Of prime consideration is the importance of the immediate or ultimate consequences to the agency resulting from the manner in which the personal contact is handled. Responsibility transmittable to others should not be considered, but would come under responsibility for SUPERVISION EXERCISED. Do not consider contacts made which would fall under POLICY, METHODS, AND PROCEDURES. Definitions are given according to with whom the contacts are maintained and the purpose of the contact:

DEGREE 1-Little contact with public; irregular contact with other employees. Usually contacts are with immediate associates. Contacts are in reference to specific assignment or order. The purpose of the contact is to ask or answer specific questions of limited variety such as simple identifying information, verification, or specific information, referring caller, or answering specific correspondence inquiry.

DEGREE 2-Frequent contact with other employees, irregular or highly routine contact with general public and outside firms and representatives, normally at lower or middle levels of organization. Furnishes or obtains readily available specific information on routine matters dealing primarily with a specific position activity.

DEGREE 3-Contacts with employees, general public, and outside firms and representatives in responsible positions requiring some tact in securing information or resolving difficulties. Explains routine matters or procedures, furnishes information relating to own position or related activity; occasionally contacts persons in higher levels for further information, clarification, etc. Explains services and activities of unit. Contacts require knowledge of official departmental information and the giving of the same as part of job duties.

DEGREE 4-Contact with persons of substantial high rank in regular inter-departmental or agency contacts involving coordination of work and occasionally maintenance of good will, counseling, or advice on agency operation. Explains and interprets specialized matters and obtains desired actions with overall policy of unit. Contacts primarily factual but cover a wide variety of information and/or activities. Handles referrals of difficult situations from employees whose contact is typical of Degree 3.

DEGREE 5-Contacts with representatives of organizations and groups, government officials of high rank requiring a high degree of judgement and diplomacy. Discusses, explains, and interprets policies, legal authorities, methods, procedures, and rules and regulations involving judgement, initiative, and a high degree of tact in addition to a very wide range of information. Handles referrals of difficult situations from employees whose contact is typical of Degree 4.

DEGREE 6-Continuing contacts with administrative officials and representative groups involving difficult negotiations and problems. Establishes and maintains public relations involving difficult presentations. Regularly represents agency and interprets its policies and practices to all types of contacts. Handles referrals of difficult situations from employees whose contact is typical of Degree 5.

D. Responsibility for Records, Reports, and Information-refers to the responsibility vested in a job for the collection, organization, preservation, and presentation of information, records, and reports. A record or report is any information arising from, relating to, or affecting the business of the jurisdiction which is written, printed, transcribed, or drawn. Information refers to any knowledge or understanding pertaining to the jurisdiction's business which is not reduced to writing insofar as the employee is concerned and which is part of the responsibility of the job to safeguard regardless of method or means of discovery.

DEGREE 1-Simple posting and maintenance of routine records of temporary or minor value under immediate supervision where errors could be detected quickly. Simple preparation in standard format or routine reports with no confidential information such as reports of time, work done and in progress, or receipt of materials.

DEGREE 2-Preparation and maintenance of routine work records such as ordinary operational, personnel, financial, or technical records where errors would be of limited consequence and work is checked on routine basis. Assembles and compiles data for ordinary operational, personnel, financial, or technical records where errors would be of limited consequence and work is checked on routine basis. Assembles and compiles data for ordinary operational, personnel, financial, technical, and related reports with occasional contact with confidential information but divulgence would not result in embarrassment.

DEGREE 3-Gathers necessary data and prepares, checks, and reviews or supervises the preparation and maintenance of either a small volume of complex, detailed, and summary records of operational, financial, personnel, or technical nature or a large volume of ordinary records and reports. Errors would likely be detected in succeeding operations with loss limited primarily to time consumed in corrections. Searches out, assembles, and finalizes data for complex, detailed, and summary reports of operational, financial, personnel, technical, and related nature. Frequent contact with confidential information; divulgence would cause serious embarrassment to agency.

DEGREE 4-Exercises overall supervisory responsibility in either a large operating or maintenance unit or a small specialized unit for important operational, financial, personnel, or technical records. Errors would involve serious loss of time or embarrassment within the agency or its units. Most work is not checked or verified immediately. Reviews reports of specialized and technical activities to insure completeness and validity. Regular contact with agency confidential information.

DEGREE 5-Reviews records affecting either all operational, maintenance, and administrative units or specialized units and reports of highly specialized and technical activities. Draws conclusions upon which administrative decisions are based.

E. Responsibility for Money-refers to the responsibility for exercising care and judgement in financial loss through handling and safeguarding money and negotiable papers or making or authorizing the expenditure of public funds. Money would include currency, checks, negotiable securities, and credit notes. "Limited" responsibility refers to a situation where higher authority is readily available for review or check of the operation. "Full" responsibility refers to a situation where no review or check is readily available or customarily made. Various degrees of responsibility are defined in dollar amounts according to a) funds handled (average receipts, disbursements, etc., per month) full responsibility, b) funds safeguarded (average monthly balance on hand) full responsibility, c) expenditures authorized (average monthly), and d) budgetary control (monthly average of total budget).

DEGREE 1-a) $10-100, little potential of loss
b) $50-500
c) Limited: $500-3,000
Full: $50-500
d) Limited: $1,000-10,000
Full: $100-1,000

DEGREE 2-a) $100-1,000, possible minor loss
b) $500-3,000
c) Limited: $3,000-30,000
Full: $500-3,000
d) Limited: $10,000-100,000
Full: $1,000-10,000

DEGREE 3-a) $1,000-10,000, possible moderate loss, responsibility for prevention of same.
b) $3,000-30,000
c) Limited: $30,000-300,000
Full: $3,000-30,000
d) Limited: $100,000-1,000,000
Full: $10,000-100,000

DEGREE 4-a) $10,000-100,000 potential major loss from errors in transcription or computation.
b) $30,000-300,000
c) Limited: $300,000-3,000,000
Full: $30,000-300,000
d) Limited: $1,000,000-10,000,000
Full: $100,000-1,000,000

DEGREE 5-a) $1,000,000 and over
b) $300,000 and over
c) Limited: $3,000,000 and over
Full: $300,000 and over
d) Limited: $10,000,000 and over
Full: $1,000,000 and over

F. Responsibility for the Safety and/or Welfare of Others-is the responsibility vested in, and the importance of an employee for protecting, safeguarding, or working carefully to prevent injury to others. Injury to incumbent is not measured here but under WORKING CONDITIONS. This responsibility is limited to control which is direct and primary and involves physical presence of worker or issuance or approval of specific direction or authority for some specific action affecting the safety of others within the charge or contact of incumbent. Be careful not to confuse this responsibility with some of the other responsibilities, such as SUPERVISION EXERCISED.

DEGREE 1-Generally works on or in operations where any injury to others would be slight. Ordinary likelihood of occurrence, or Degree 2 infrequent, or Degree 3 rare.

DEGREE 2-Handles materials or tools on operation or in work units or position where there is some possibility of causing cuts, bruises, burns, etc. with ordinary likelihood of occurrence, or Degree 3 infrequent, or Degree 4 rare.

DEGREE 3-Performs work where improper action may cause or give rise to severe cuts, strains, bruises, burns, resulting in lost time of limited duration. Ordinary likelihood of occurrence, or Degree 4 infrequent, or Degree 5 rare.

DEGREE 4-Performs work where improper action may cause or give rise to broken bones, health hazards, or other bodily injury of moderate duration. Ordinary likelihood of occurrence, or Degree 5 infrequent.

DEGREE 5-Performs work where improper action may cause or give rise to loss of limb, vision, etc., resulting in permanent disability or death.

II. PERSONAL DEMANDS OF THE JOB (JOB DIFFICULTY)

Personal demands covers the physical and mental difficulty in terms of effort and skill encountered and required on a regular basis for the normal successful performance of all the tasks, duties, and responsibilities of a job. (Note that here the emphasis is on performance and the demands on a worker to achieve given performance levels. This does not necessarily mean that specific skill requirements for a set level of performance should be considered as requirements for hiring. A more detailed discussion is included in the text.)

A. Physical Effort-the actual expenditure of energy demanded by the job in doing various activities such as lifting, climbing, hauling, walking, standing, stooping, bending, etc. Weights are for example only.

DEGREE 1-Some activity; infrequent exertion. Normally lifts materials not exceeding 25 pounds. Requires little physical effort and of a nature that only slight physical fatigue results from a day's work.

DEGREE 2-Intermittent or ordinary to moderate exertion or activity, such as frequent standing and walking while performing work or involving some weights for sustained periods. Frequently lifts materials not exceeding 50 pounds. More or less continuous or repetitive work but seldom requiring heavy lifting or physical exertion on a continuous basis.

DEGREE 3-Average to steady, sustained exertion or activity in various body positions (occasionally awkward positions) while performing work involving light or average weights. Frequently lifts materials not exceeding 100 pounds. Work that requires considerable physical effort, but usually intermittently. Day's work may consist of a wide variety of activity from light physical effort to exhaustive demands.

DEGREE 4-Constantly sustained exertion or unusually rapid and continuing physical effort and intermittent severe strain. Continuing exertion while working with heavy materials resulting in a high degree of physical fatigue at the end of the day.

B. Physical Skill-the abilities demanded by the job in performing various activities requiring physical coordination and dexterity considering such aspects as finger dexterity (speed of finger movements or the handling of objects with the fingers), rate of manipulation (speed of hand and arm movements), eye-hand coordination (control of movement of hand accurately by what the eye sees), eye-hand-foot coordination (simultaneous control of movement of both hands and feet by what the eye sees). Bi-manual coordination (coordination of independent movements of both hands), visual acuity, color perception, speed perception, pitch perception, auditory perception, etc.

DEGREE 1-Normal dexterity.

DEGREE 2-Some skill, adeptness, and speed in finger-hand-arm coordination, such as repetitive operation of office devices or on mechanical devices, or using tools or equipment involving moderate limits of accuracy; requires no fine body movements or unusual coordination. General body coordination sufficient to carry out duties.

DEGREE 3-Considerable skill, adeptness, and speed in finger-hand-arm coordination involving above average accuracy or on complex mechanical devices or in using tools or equipment to close but no unusual limits of accuracy. Handling of number of small or delicate items or rapid skillful manipulation of work materials or equipment make it necessary that incumbent be possessed of above average specific dexterity.

DEGREE 4-High degree of skill, adeptness, and speed in finger-hand-arm coordination involving high degree of accuracy and some physical strain and/or on complex mechanical devices or using tools or equipment to very close and unusual narrow limits of accuracy. Jobs which require very frequent or continuous manipulation of materials in repetitive or very close operation where an unusually high degree of manual skill is absolutely necessary to successful performance of the job.

C. Mental Effort-the attention and concentration, both mental and visual, required in a job on a continuing basis. Consider the frequency of occurrence of problems and degree of alertness and concentration necessary for solution or processing, the variety of work handled, the amount and complexity of planning and inspecting, and the coordination of visual with manual dexterity. Each degree is expressed in terms of attention (mental alertness) and concentration (focusing of attention.)

DEGREE 1-Little mental and intermittent visual attention. Work is of a simple sort consisting of a variety of simple tasks requiring no close or sustained attention. The tasks are highly routine, easily learned, and require no specialized training or education. There are few interruptions; pressures, if any, are not constant or usual. Performance standards may be attained in a very short period of time.

DEGREE 2-Ordinary mental or visual attention. Work is of a sort where irregularities or difficulties are fairly infrequent or minor in detail with short periods of light concentration. There are a variety of repetitive tasks to perform with some opportunity to alter work routine. There are some distractions and interruptions. Performance standards may be attained in a few weeks on the job.

DEGREE 3-Frequent mental or close visual attention with continuous general attention. Work involves some likelihood of irregularity or difficulty with occasional periods of sustained effort. There are a variety of repetitive tasks to perform that require the worker to be at a work place for considerable periods of time with little or no opportunity to vary the tasks performed or to check the exact standards. There are occasional interruptions or distractions. Usually requires specialized training, experience, and a month or more on the job to attain production standards.

DEGREE 4-Continuous mental and visual attention and accuracy of work. Work involves difficult and highly varied tasks and irregularity is usual with occasional periods of intense concentration. Work is performed under some pressure and involves interruptions requiring the worker to maintain efficiency for long periods under distracting conditions. Requires specialized training and experience and several months to attain performance standards.

DEGREE 5-Concentrated, constant mental and visual attention. Work involves planning and laying out of all phases of complex work and is highly varied and technical requiring prolonged periods of intense concentration. Work is performed under high pressure with a high degree of irregularity. Work requires specialized training and experience with extended periods to attain performance standards.

D. Mental Skills-refers to the requirement for the use of mental processes in applying knowledge and reasoning power to work problems, which consists of problem definition, solution, and decision making. It covers the application of education and experience in performing the tasks and duties of the job and the successful assumption of the necessary responsibilities in relation to the difficulty and complexity of satisfactory completion.* Consider general intelligence (mental brightness), quantitative reasoning (ability to solve complex number problems), difficulties and complexities involved in making decisions, and other specific problems connected with the work such as frequency, degree of analysis required, complexity of data to be considered, and utilization of all knowledge and information possessed or obtainable, number and word ability (to make mathematical computations accurately and quickly, remember word or number details, recognizing quickly small differences in word, name, or number details), artistic ability, organizational ability (ability to plan and organize on limited or broad basis), initiative (ability to assume responsibilities without or with specific instructions or direction).

DEGREE 1-Applies simple repetitive clerical, manual, semi-skilled, or sub-technical skills to work involving the use of a few definite procedures or methods. All work is short, assigned tasks usually done under direct observation in accordance with specific detailed instructions from immediate supervisor who checks work and progress frequently. All questions are referred to supervisor.

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*Note that the application of mental skills may be closely related to assigned responsibilities, e.g. Responsibility for Policy, Methods, and Procedures.

Applies little independent judgement; work involves little or no choice of action and little or no need for creative mental skills.

DEGREE 2-Applies intermediate clerical, beginning trades or crafts, technical or sub-professional skills to a variety of work prescribed by standard practices and methods, but which may involve the use of several procedures. Routine duties performed without close supervision; proceeds alone on routine tasks. Applies some independent judgement with obvious choices of action; little responsibility for planning of methods or layout of work. Refers all out of the ordinary phases of the work to immediate supervisor for advice and direction. May occasionally be permitted to decide slight variations in work procedure or in method of performing tasks, or may be permitted the opportunity to exercise some initiative in the interpretation of oral or written instructions.

DEGREE 3-Applies a) advanced knowledge of clerical field, journeyman knowledge of trades or crafts, or technical or sub-professional field; b) basic knowledge of professional field; c) general knowledge of the functions of a unit of clerical, manual, sub-technical, or sub-professional field; or d) general knowlege of a minor unit of craft, technical, or beginning professional field. Employee is presumed to know the work details and performance standards of job and to perform assigned tasks with general instructions with occasional checks on work. Work from standard methods, but may be required to plan and perform a sequence of operations. Applies independent judgement and analyzes facts, problems, and data to determine what actions should be taken within limits of standard practice but with permitted variations in methods of performance. Decisions in keeping with past practices, but may make decisions on situations not specifically covered affecting primarily own work using own judgement as guide when not practical to refer to supervisor. Uses initiative in interpreting and augmenting oral and written instructions. May use tools or equipment requiring the exercise of a reasonable amount of judgement.

DEGREE 4-Exercises high degree of judgement and independent thinking and applies intensive knowledge of the functions of a major unit involving the use of scientific or technical methods standard to the profession in the solution of non-routine or unprecedented problems. Work is performed under direction with periodic instructions and requires resourcefulness in adapting previous practices, methods, and procedures, or professional knowledge. Employee helps set up work procedures and performance standards and may be required to devise new methods, plan and layout complex work.

DEGREE 5-Exercises discriminating judgement in the analysis and solution of major or complex administrative, scientific, or professional problems and makes important decisions by applying highly professional or technical knowledge and skill. Work is performed with only occasional directions and requires a very high degree of initiative, ingenuity, and creative ability in developing and carrying out new solutions to new and complex problems with considerable leeway for interpretation of general policy.

DEGREE 6-Exercises independent judgement and analysis on unusual professional and/or administrative problems requiring difficult choices of action covering a broad area and based on fact, data, conditions, and situations which are not obvious or easily resolved. Applies the highest degree of professional, technical, or administrative knowledge in the analysis, coordination, interpretation, and management of professional, technical, administrative, or scientific work. Work is performed under administrative or limited general direction with no supervision of work except in regard to general methods, and requires exceptional creative ability in developing and adapting unusual and basic methods to the solution of problems with no obvious methods or procedures.

APPENDIX C: TYPES OF SUPERVISION

Immediate or Direct Supervision-Work involves following prescribed or well-established methods and procedures related to duties of own position that can be learned readily by training on the job. Specific, detailed instructions are given at the beginning of work and on subsequent new assignments. Employees may work with some independence after becoming familiar with specific methods and procedures, but work involves little or no choice of action. All questions are referred to immediate supervisor. Work and progress are frequently reviewed and verified. Assignments involving more varied tasks are given closer supervision than those more repetitive in nature.

General Supervision-Work involves carrying out, interpreting, and enforcing existing methods and procedures and improving routine operations of own position. After job orientation and training in the specific details and more difficult phases of the work, regular duties are performed with relative independence with progress and results checked by superior only occasionally. Workers are expected to use some independent judgement to select courses of action where procedures connected to each choice of action are outlined and in accordance with established precedents and departmental policies. Workers may occasionally be permitted to decide slight variations in work procedures or in method of performing tasks or may be permitted to exercise some initiative in the interpretation of oral and written instructions. However, all unusual, non-routine matters are referred to immediate supervisor for advice and direction. Employees are often physically removed from supervisor.

Direction-Work involves carrying out, interpreting, and enforcing existing methods and procedures of work unit and assisting in originating and developing intra-unit procedures. After orientation and familiarization with specific departmental policies and regulations, workers are expected to perform assigned tasks with general instructions and are presumed to know the work details and performance standards of the job. Only unusually important or complicated assignments are checked in detail upon completion. Workers are expected to apply advanced knowledge of work field and independent judgement in analyzing facts, problems, and data to determine what actions should be taken within limits of standard performance. Workers may use initiative in interpreting and augmenting oral and written instructions which are usually in the form of a general outline of duty assignments. Decisions are usually in keeping with established precedents. Work problems involving significant departure from policy or standard procedure are usually reviewed by a superior for final decision, but workers may make decisions in the absence of established precedents when not practical to refer to supervisor.

General Direction-Work involves adapting previous practices, methods, and procedures or devising new methods to solve new and complex problems. Work is performed independently with only occasional directions as to what is to be done and how to do it. Employee reports to superior usually by means of occasional conferences to discuss work progress or new problems which require advice from above. Employee may often be in charge of a small, but highly technical and complex organizational unit and be responsible for origination and execution of intra-unit policies and methods.

Administrative Direction-Work is performed with freedom to plan, develop, and organize all phases of the work necessary for its completion within broad program guidance. Generally, development and utilization of any procedures and methods not conflicting with major policies are permissible. Review of work is exercised through staff conference-type discussions and through progress reports.

CLERK SERIES

The CLERK series includes jobs consisting of general clerical work. Many of the clerical jobs in the library might be classed in this series, although library clerks are sometimes classified in a separate series. Excluded from this series are jobs consisting of clerical work of a more specific nature that might require specific knowledge or training, such as that of an ACCOUNT CLERK. Jobs requiring certain specific clerical skills, such as typing or shorthand, should also be classified elsewhere in respective classes requiring such skills. A typewriter may be used during the course of duties in the CLERK series, but speed in typing is not as important as in other clerical series. Typing either occurs so infrequently or, if occurring frequently, consists of so small amounts of few characters typed at one time, that over-all production of a worker in this series would not be significantly affected if the worker possessed only accurate typing skill and only a modicum of speed rather than the speed required of a worker in other classifications such as in the CLERK-TYPIST or CLERK-STENO series. Such minimum typing skill should be able to be acquired on the job and should not be considered an entry requirement for jobs of this series. Class levels are, of course, determined by the difficulty and responsibility of duties performed. Advanced levels have more responsibility for policies, methods, and procedures, for personal contacts, and/or for records, reports, and information accompanied by corresponding higher levels of difficulty. Highest levels may contain responsibility for exercising supervision over subordinates.

CLERK I

DEFINITION

Under direct supervision, performs routine clerical duties and related work as required.

DUTIES

Sorts various forms, mail, or other items by hand into predetermined groups or sequences. Places various forms, records, correspondence, or other material in proper position in systematic file. Locates and removes specific items from systematic file. Classifies informational material, correspondence, special forms, records, orders, or other items, following designated methods of systematized arrangement. Sets up files and/or codes, indices, tabs, or otherwise prepares classified material for filing or identification, using designated methods. Transfers or otherwise disposes of old or out-dated material contained in files.

Makes simple calculations such as addition or subtraction or calculations requiring more than one step, such as multiplication or division, with or without using a machine.

Makes simple or routine entries in record books or on special or standard forms by longhand or using typewriter or some type of office machine.

Checks standard forms and correspondence or inaccuracies of spelling, punctuation, grammar, spacing, neatness, or general appearance. Checks numerical or verbal data on forms, records, or other items against a master form or other standard for inconsistencies, errors, or omissions.

Answers questions and gives requested directions or other information personally or by telephone.

Makes duplicate copies of typewritten or handwritten numerical, verbal, or diagramatic matter using some type of duplicating machine. Operates and/or tends other clerical machines such as mail-preparation machines.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to sort a variety of material with accuracy following a designated system.

Ability to file accurately following a designated filing system.

Arithmetic ability (addition, subtraction, multiplication, and division).

Accuracy in making routine bookkeeping entries and in filling out business forms.

Accuracy in spelling, punctuation, and grammar, both orally and in writing.

Ability to make accurate comparisons of verbal and numerical data.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

None.

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CLERK II

DEFINITION

Under general supervision, performs varied and more difficult clerical duties and related work as required.

DUTIES

Gathers specific data, information, or desired items, according to designated methods or procedures or upon request; compiles lists of numerical, verbal, or other descriptive data.

Prepares reports requiring the investigation of various sources of information and a systematic organization and presentation. Prepares or compiles financial, statistical, or numerical statements and/or accompanying descriptive reports.

Explains details of services, methods, and policies.

May compose correspondence requiring specific knowledge of methods, procedures, policies, or other information.

Performs related work as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to compile numerical data and prepare reports from such data.

Ability to deal with callers and visitors tactfully and courteously.

Ability to communicate information clearly in oral and written form.

Ability to compose correspondence requiring the application of knowledge of methods, procedures, policies, and other information (if included in duties).

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Clerical experience.

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CLERK III

DEFINITION

Under direction, supervises work of clerical subordinates and/or performs a variety of difficult and complex clerical duties and related work as required.

DUTIES

Plans, coordinates, and assigns individuals to specific duties, and directs individuals in the performance of their assigned duties including orienting new employees. Reviews and analyzes work of others, calling attention to use of correct and incorrect procedures or methods and results. May determine types of business and operational data to be recorded, forms or records to be used, and/or procedures to be followed.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to organize a variety of work duties and delegate effectively to others.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work, and recognizing ability and efforts.

Ability to make minor administrative decisions in the absence of stated policies and procedures.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Considerable clerical experience.

CLERK-TYPIST SERIES

The CLERK-TYPIST series includes jobs that perform clerical duties that require the skilled use of a typewriter in the course of duties varying from nearly a full-time use to a smaller but still significant part of the work. Levels within the series are determined by methods analogous to those used in CLERK series; differences in required typing skill between classes in this series are usually insignificant and not used as a factor for allocation within the series.

CLERK-TYPIST I

DEFINITION

Under direct supervision, performs general clerical work requiring the skilled use of the typewriter in many of the duties.

DUTIES

Typewrites straight copy from correct forms and rough drafts.

Makes such preparations and adjustments of a typewriter as necessary to type materials in a variety of typical formats; changes ribbon, cleans type, and otherwise performs routine maintenance of a typewriter.

Classifies informational material, correspondence, special forms, records, orders, or other items, following standard methods of systematized arrangement. Sets up files and codes, indices, tabs, or otherwise prepares classified material for filing or identification, using standard or accepted systems. Places various forms, records, correspondence, or other material in proper position in systematic file. Transfers or otherwise disposes of old or out-dated material contained in files.

Checks standard forms and correspondence for inaccuracies of spelling, punctuation, grammar, spacing, neatness, or general appearance. Checks or verifies numerical data on such forms as invoices and purchase orders by recomputing original calculations with or without the aid of a machine; corrects or marks errors found in figures, calculations, operation forms, or record book data, by hand, or using typewriter or some type of office machine. Makes simple calculations such as addition or subtraction and/or performs ordinary calculations requiring more than one step, such as multiplication or division, with or without using a machine.

Answers questions and gives requested directions or other information directly or by telephone. Receives materials, forms, telegrams, mail, or other items which are being delivered. Sorts various forms, mail, or other items, by hand, into predetermined groups or sequences. Delivers, distributes, collects, and/or procures various forms, records, mail, or other items on foot.

Makes simple or routine entries in record books or on special or standard forms by longhand, or using a typewriter or some type of office machine.

Makes duplicate copies of typewritten or handwritten numerical, verbal, or diagramatic matter using one or more duplicating machines.

May prepare duplicating machine "stencils" or "master copies" using a typewriter. May transcribe and typewrite dictation from a transcribing machine, making necessary preparations and adjustments of the machine for use. May make up tables, graphs, charts, or diagrams, based on data supplied from other sources using typewriter and/or drawing, lettering, or other instruments.

May make out various routine forms such as checks, receipts, invoices, or other items, according to designated procedures by hand or using a typewriter or some type of office machine. May prepare routine reports, based on information at hand, following designated procedures.

May make routine checks for the presence or absence of and keep a running balance of items, such as office supplies on hand. May put items such as office supplies into and remove from specific or predetermined places or containers.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to understand and follow oral and written instructions.

Ability to learn assigned clerical tasks readily.

Ability to establish and maintain harmonious relationship with other employees.

Ability to sort a variety of material with accuracy following a designated system.

Ability to file accurately following a designated filing system.

Accuracy in spelling, punctuation, and grammar, both orally and in writing.

Arithmetic ability (addition, subtraction, multiplication, and division).

Accuracy in making routine bookkeeping entries and in filling out business forms.

Ability to deal with callers and visitors tactfully and courteously.

Ability to use standard business English.

Ability to communicate information clearly in oral form.

Skill in the rapid and efficient operation of a typewriter.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

None.

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CLERK-TYPIST II

DEFINITION

Under general supervision, performs varied clerical work requiring the skilled use of the typewriter in many of the duties and performs related work as required.

DUTIES

Composes routine correspondence or memoranda, following standard operating procedures, and/or correspondence requiring specific knowledge of methods, procedures, policies, or other information.

Prepares reports requiring the investigation of various sources of information and a systematic organization and presentation, and/or prepares or compiles financial, statistical, or numerical statements and/or accompanying descriptive reports.

Explains details of methods, procedures, policies and services of specific unit.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to compose correspondence requiring the application of knowledge of methods, procedures, policies, and other information.

Ability to compile numerical data and prepare reports from such data.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Clerical experience.

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CLERK-TYPIST III

DEFINITION

Under direction, performs varied and complex clerical work requiring the skilled use of the typewriter in many of the duties; supervises the work of clerical subordinates; and performs related work as required.

DUTIES

Plans and coordinates the assignment or execution of duties performed by other individuals. Assigns individuals to specific duties and directs individuals in the performance of their assigned duties. Reviews and analyzes the work of others, calling attention to correct and incorrect procedures, methods, or results. Orients and trains new employees. Determines types of data to be recorded, forms or records to be used, and/or procedures to be followed.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to organize a variety of work duties and delegate effectively to others.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work and recognizing ability and effort.

Ability to make minor administrative decisions in the absence of stated policies and procedures.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Considerable clerical experience.

CLERK-STENO SERIES

The CLERK-STENO series includes jobs consisting of taking and transcribing dictation using shorthand or stenotype machine, typing, and performing other general clerical work. Taking and transcribing dictation using shorthand is the primary factor for allocation of jobs to this series and may vary from a nearly full time duty to a smaller, but still essential part of the job. Levels within the series are determined by the difficulty of the dictation duties and/or the difficulty and responsibility of the other clerical duties as in the CLERK series. Factors determining the difficulty of dictation duties include the speed at which the dictation is given; whether or not worker is permitted to interrupt for repetition of material; difficulty and technicality of terms used; whether or not work is responsible for all spelling, punctuation, grammar, capitalization, etc.; type of review of finished product. In some cases CLERK-STENO and ADMINISTRATIVE SECRETARY jobs are similar; distinguishing features are given in ADMINISTRATIVE SECRETARY classification.

CLERK-STENO I

DEFINITION

Under direct supervision, takes and transcribes dictation; performs general clerical duties often requiring the skilled use of a typewriter; performs related work as required.

DUTIES

Takes average speed dictation using shorthand or stenotype machine, and transcribes shorthand or stenotype notes using a typewriter. Typewrites straight copy from correct forms and rough drafts.

Makes such preparations and adjustments of a typewriter as necessary to type materials in a variety of typical formats; changes ribbon, cleans type, and otherwise performs routine maintenance of a typewriter.

Classifies information material, correspondence, special forms, records, orders, or other items, following designated methods of systematized arrangement. Sets up files and/or codes, indices, tabs, or otherwise prepares classified material for filing or identification, using designated systems. Places various forms, records, correspondence, or other material and removes from proper position in systematic file. Transfers or otherwise disposes of old or out-dated material contained in files.

Checks standard forms and/or correspondence for inaccuracies of spelling, punctuation, grammar, spacing, neatness, or general appearance. Checks or verifies numerical data on such forms as invoices and purchase orders by recomputing original calculations with or without the aid of a machine; corrects or marks errors found in figures, calculations, operation forms, or record book data, by hand, or using typewriter or some type of office machine. Makes simple calculations such as addition and subtraction and/or performs ordinary calculations requiring more than one step, such as multiplication or division, with or without using a machine.

Makes simple or routine entries in record books or on special forms by longhand, or using a typewriter or some type of office machine.

May prepare duplicating machine "stencils" and/or "master copies" using a typewriter. May transcribe and typewrite dictation from a transcribing machine, making necessary preparations and adjustments of the machine for use. May make up tables, graphs, charts, or diagrams, based on data supplied from other sources using a typewriter and/or drawing, lettering, or other instruments.

May prepare routine reports, based on information at hand, following designated methods and procedures.

May make duplicate copies of typewritten or hand-written numerical, verbal, or diagramatic matter using one or more duplicating machines.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Arithmetic ability (addition, subtraction, multiplication, and division).

Accuracy in spelling, punctuation, and grammar, both orally and in writing.

Accuracy in making routine bookkeeping entries and in filling out business forms.

Ability to file accurately, following a designated filing system.

Ability to use standard business English.

Skill in taking dictation of ___ w.p.m.

Skill in typewriting with accuracy and speed of ___ w.p.m.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

None.

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CLERK-STENO II

DEFINITION

Under general supervision, performs varied and more difficult stenographic and clerical work often calling for skilled use of a typewriter in many of the duties and performs related duties as required.

DUTIES

Takes general notes and/or minutes at meetings or conferences by shorthand or stenotype machine.

Composes routine correspondence or memoranda, following designated methods and procedures or correspondence requiring specific knowledge of methods, procedures, policies, or other information.

Prepares reports requiring the investigation of various sources of information, and a systematic organization and presentation. Prepares analyses or summaries of programs, reports, specific operational items, or other data. Compiles numerical or statistical data for tables, charts, rate schedules, or other uses with or without using a machine.

Explains details of services, methods, or policies. Arranges interviews, appointments, or other meetings, by consulting a list, time schedule, or other record, or by contacting, directly or indirectly, any or all of the persons concerned.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Accuracy in summarizing discussion content in written form.

Ability to compose correspondence requiring the application of a knowledge of methods, procedures, policies, and other information.

Ability to compile numerical data and prepare reports from such data.

Ability to deal with callers and visitors tactfully and courteously.

Ability to communicate information clearly, both orally and in writing.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Clerical experience.

SECRETARY CLASSIFICATION

This classification consists of those positions whose primary responsibility is performing specialized and often complex clerical duties in direct support of executive personnel. Duties include much of the work of other clerical classes, such as stenography, typing, and filing; computing and recording data, operating routine clerical machines, and preparing reports. In addition, this classification has responsibility for representing executives in contact with persons outside the immediate department or work unit. This responsibility for personal contacts includes not only exchanging general information but also explaining services and activities of department and resolving minor administrative questions and difficulties which call for knowledge of official, confidential departmental information and the ability to make minor administrative decisions sometimes in the absence of stated policies and procedures. Positions of this type often are responsible for supervising any subordinate clerical personnel in work unit.

DUTIES

Typewrites straight copy from correct forms and/or rough drafts. Prepares duplicating machine "stencils" and/or "master copies" using a typewriter. Transcribes and typewrites dictation from a transcribing machine. Makes up tables, graphs, charts, or diagrams, based on data supplied from other sources using a typewriter and/or pen or pencil. Makes such preparations and adjustments of a typewriter as necessary to type materials in a variety of typical formats; changes ribbon, cleans type, and otherwise performs routine maintenance of a typewriter.

Takes technical or relatively fast dictation, such as verbatim notes at meeting or conferences, using shorthand or stenotype machine. Transcribes shorthand or stenotype notes using a typewriter.

Classifies informational material, correspondence, special forms, records, orders, or other items, following designated methods of systematized arrangement. Sets up files and/or codes, indexes, tabs, or otherwise prepares classified material for filing or identification using predetermined systems. Places various forms, records, correspondence, or other material in or removes from proper position in systematic file. Transfers or otherwise disposes of old or out-dated material contained in files.

Composes correspondence requiring specific knowledge of methods, procedures, policies, or other information. Checks standard forms and/or correspondence for inaccuracies of spelling, punctuation, grammar, spacing, neatness, or general appearance.

Makes simple or routine entries in record books or on special or standard forms by longhand, or using a typewriter or some type of office machine. Makes ordinary calculations requiring more than one step, such as multiplication and division, with or without using a machine. Makes out various routine forms such as checks, receipts, invoices, for letter addresses, or other items, according to designated procedures by longhand, using a typewriter, or using some type of office machine.

Draws up contracts, specifications, or other forms requiring specific knowledge of methods, procedures, policies, or other information. Reads incoming correpondence determining disposition, and/or destination. Anticipates needs of supported officials and gathers together records, letters, or other specific items of information that might be wanted. Arranges interviews, appointments, or other meetings, by consulting a list, time schedule, or other record, or by contacting, directly or indirectly, any or all of the persons concerned. Makes arrangements for reservations, purchase of tickets, or other similar matters. Answers questions and gives requested directions, or information, personally or by telephone. Explains details of services, methods, or policies. Sends, routes, relays, or refers information, special forms, or items of material to proper persons or departments often on the basis of brief oral directions. Assists applicants, clients, or other individuals in filling out special forms. Obtains necessary or desired information, authorizations, approvals, signatures, or other data from customers, superiors, or other individuals.

Supervises any subordinate clerical personnel performing some of the duties as described under SUPERVISOR. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Considerable knowledge of modern office procedures, practices, and equipment.

Knowledge of arithmetic and business English.

Ability to learn and interpret readily and thoroughly all phases of departmental programs and operations plus rules, regulations, and policies of department.

Ability to establish and/or maintain effective filing system.

Ability to compile data and prepare reports from such data.

Ability to compose correspondence requiring the application of a knowledge of methods, procedures, policies, and other information.

Accuracy in summarizing discussion content in written form.

Accuracy in spelling, punctuation, and grammar, both orally and in writing.

Accuracy in making routine bookkeeping entries and in filling out business forms.

Arithmetic ability (addition, subtraction, multiplication, and division).

Ability to communicate information clearly, both orally and in writing, and to receive oral directions or instructions and carry them out.

Ability to make minor administrative decisions both within departmental policies and procedures and sometimes in the absence of stated policies and procedures.

Ability to schedule and interrupt work in order to meet deadlines or coordinate with other schedules.

Ability to supervise subordinates as described under SUPERVISOR (when applicable).

Skill in typewriting of ___ words per minute (specify).

Skill in taking dictation of ___ words per minute (specify).

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Considerable clerical experience at responsible levels with allowable substitutions of specific vocational training to possibly include basic coursework in office management.

RECEPTIONIST CLASSIFICATION

The RECEPTIONIST classification performs duties concerned with receiving persons coming into establishment for various reasons, ascertaining their wants and providing necessary routine information or directing them accordingly as the main responsibility of the job. Information given is general and routine such as names of various city employees, office locations, functions of various departments and similar related information. Jobs requiring an application of a more specific body of knowledge should probably be classified elsewhere. Other routine clerical duties may also be performed when not receiving visitors, such as typing or filing. However, these duties are of secondary importance and do not require a high degree of speed or skill. Such duties are assigned to fill slack time in the course of regular duties. If these duties are the primary responsibility of a job in question, then the position should be classified elsewhere.

RECEPTIONIST

DEFINITION

Under general supervision, receives customers, visitors or other individuals coming into establishment; ascertains their wants; and provides necessary information or refers and directs them accordingly and performs related duties as required.

DUTIES

Answers telephone. Answers questions and gives requested directions or other information directly or by telephone. Sends, routes, relays or refers information, special forms or items of material to proper persons or departments. Arranges for comfort of customers, clients or other individuals. Obtains necessary or desired information on specific subjects by consulting or studying specific books, manuals, catalogs or other sources in order to respond to various requests, questions, etc. or for other purposes. Notifies officials or employees of arrival of visitors.

May explain details of services, methods or policies. May arrange interviews, appointments or other meetings, by consulting a list, time schedule or other record, or by contacting, directly or indirectly, any or all of the persons concerned. May receive and sort mail by hand. May record name of visitor, time of call, nature of business and person called upon. May perform routine typing, filing or other clerical duties when not otherwise busy. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to learn and remember names, office locations, functions of various departments, and related information.

Ability to deal with callers and visitors tactfully and courteously.

Ability to communicate information clearly in oral form.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

None.

CASHIER CLASSIFICATION

The CASHIER classification consists of those jobs whose main responsibility is receiving and disbursing funds and making records of transactions. Consideration should be given to the level of responsibility for money and the level of difficulty of transactions involved with the possibility in mind that more than one CASHIER classification may be required. For example, jobs fitting the CASHIER definition may exist in the City Treasurer's office and at a city parking lot, but may involve different levels of responsibility and difficulty such that two classes might be created, CASHIER and PARKING LOT CASHIER, with the former probably considered more difficult and responsible.

CASHIER

DEFINITION

Under general supervision, receives and disburses funds and makes records of transactions and performs related duties as required.

DUTIES

Receives and/or pays out cash, checks, etc. from employees, customers, or other individuals directly or by mail, making proper change if necessary with or without using a machine such as a cash register. Makes out receipts and issues directly or by mail according to designated method by longhand or using typewriter or some type of office machine. Prepares list of receipts and/or disbursements periodically according to designated system by longhand or using a typewriter or some type of office machine; balances list with or without a machine.

Answers questions concerning utility bills or other related subject directly or by telephone. May explain details of services, methods, and policies.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to make change without serious errors.

Ability to learn and apply bookkeeping procedures.

Arithmetic ability (addition, subtraction, multiplication, and division).

Ability to communicate information clearly in oral form.

Ability to deal with callers and visitors tactfully and courteously.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

None.

ACCOUNT CLERK SERIES

This series includes those jobs whose primary responsibility is performing clerical work of a specialized nature in preparing and maintaining accounting records and financial reports. The clerical accounting functions include document validation, coding, accounts examination, reconciliation and statement and report preparation. Differentiation between levels in the series is accomplished partially by means of the difficulty of the transaction involved and partially by the existence of supervisory duties. Beginning-level positions normally deal with transactions involving relatively few items in substantially the same form requiring the same types of supporting documents. Advanced levels often work with more complex transactions and exercise supervision over subordinate clerks.

ACCOUNT CLERK I

DEFINITION

Under general supervision, performs specialized clerical work dealing with accounting records and financial reports and performs related work as required.

DUTIES

Checks or verifies numerical data by recomputing original calculations and corrects or marks errors found in figures, calculations, operation forms or record book data by hand or using some type of office machine or typewriter. Allocates debits, credits, costs, charges or other similar bookkeeping items of operational procedures to correct accounts or classifications. Balances specific items, entries or amount periodically with or without using a machine. Makes routine posting entries in record books or on special or standard forms in conjunction with other operations by longhand or using a typewriter or other type of office machine.

Gathers specific financial data and information according to designated methods and procedures and compiles data for tables and reports. Obtains desired information by consulting specific manuals or catalogs. Prepares routine, periodic reports based on information at hand following designated methods and procedures.

Performs numerous types of computations including relatively complicated calculations involving formulae or specific sequences of action with or without using a machine.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES AND SKILLS:

Knowledge of principles, procedures and terminology of bookkeeping and financial recordkeeping.

Arithmetic ability (addition, subtraction, multiplication and division).

Ability to follow written and oral instructions.

Ability to maintain records and prepare basic reports under limited supervision.

Ability to learn the operation of a bookkeeping machine and other equipment related to maintenance of financial records (when applicable).

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

Coursework in bookkeeping and the high school or equivalent level or experience in preparing and maintaining accounting records and financial reports.

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ACCOUNT CLERK II

DEFINITION

Under direction, performs more difficult specialized clerical work dealing with accounting records and financial reports, supervises clerical assistants and performs related work as required.

DUTIES

Performs clerical accounting work as described under ACCOUNT CLERK I but with varied and dissimilar forms, documents, etc. Prepares reports requiring the investigation of various sources of information and a systematic organization and presentation.

Supervises clerical assistants performing duties as described under SUPERVISOR. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES AND SKILLS:

Considerable knowledge of principles, procedures and terminology of varied bookkeeping and financial recordkeeping systems.

Ability to supervise clerical assistants as described under SUPERVISOR.

Ability to type accurately at _____ words per minute (moderate), if required in performance of job duties.

Skill in the operation of a bookkeeping machine and/or other equipment related to maintenance of financial records.

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

Coursework in bookkeeping at the high school level or equivalent plus experience in bookkeeping and financial record-keeping sufficient to supervise the work of clerical assistants and to perform more difficult operations.

KEY PUNCH OPERATOR SERIES

The key punch operator series consists of those occupations concerned with transcribing data using data processing machines such as key punch machines, verifying machines, and other similar machines. Different levels distinguish themselves by the responsibility for exercising supervision and/or performing more difficult key punch operations.

KEY PUNCH OPERATOR I

DEFINITION

Under direct supervision, performs duties of routine difficulty in the operation of alpha-numeric key punch machines to transcribe data from source material onto punchcards. Operation of other data-processing related equipment may also be included plus other general clerical and related work as required.

DUTIES

Punches and records desired numerical and/or verbal data on proper forms or cards, using an alpha-numeric type key punch machine or an alphabetical printing-punch machine. Makes duplicate copies of punched tabulating cards, using a key punch duplicating machine.

May check and verify the accuracy of data punched on tabulating cards using a checking machine or a keyboard type verifying machine. May sort punched cards into predetermined groups, using a sorting machine following a prescribed procedure or determining the most efficient procedures and methods to be followed to obtain desired results. May interpret, reproduce, collate, tabulate and/or perform similar tabulating machine operations, making minor adjustments and manipulations necessary for the operation of the machines. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES AND SKILLS:

Ability to follow written and oral instructions.

Ability to touch type at ____ w.p.m.

Ability to master key punch keyboard within specified probationary period.

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

None

KEY PUNCH OPERATOR II

DEFINITION

Under general supervision to direction, performs more difficult key punch operations, supervises lower level key punch operators and performs related work as required.

DUTIES

Plans and/or coordinates the assignment or execution of duties performed by other individuals. Assigns individuals to specific duties, locations or machines and/or directs individuals in the performance of their assigned duties. Reviews and analyzes the work of others, calling attention to correct and incorrect procedures, methods or results. Orients and trains new employees. Determines types of data to be recorded, forms or records to be used and procedures to be followed. May perform other supervisory duties as described under SUPERVISOR. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES AND SKILLS:

Ability to operate standard key punch machine at rate of ___ words per minute (designate speed).

Ability to verify at rate of ___ words per minute on both alpha and numeric data, using either a verifier or a combination key punch verifier.

Ability to set up and operate a key punch machine in single or duplex program modes, make up control cards appropriate to the work assigned.

Ability to organize a variety of work duties and delegate effectively to others.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work and recognizing ability and effort.

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

Experience in the operation of key punch and verifying equipment sufficient to supervise the activities of subordinates.

SWITCHBOARD OPERATOR CLASSIFICATION

The SWITCHBOARD OPERATOR classification consists of those jobs whose main responsibility is operating a central telephone switchboard to relay calls, etc. Workers may also meet public personally as RECEPTIONIST but main responsibility is the operation of telephone switchboard. Other clerical duties to be performed when not otherwise busy may be assigned but they are also of secondary importance not requiring a high degree of speed or skill.

SWITCHBOARD OPERATOR

DEFINITION

Under general supervision, operates cord or cordless telephone switchboard to relay incoming, outgoing and interoffice calls and performs other clerical and related duties as required.

DUTIES

Answers telephone switchboard calls. Makes proper connections for incoming, outgoing and interoffice telephone calls operating a cordless telephone switchboard or a telephone switchboard equipped with jacks and slots. Places both local and long-distance telephone calls.

Answers questions and gives requested directions or other information directly or by telephone. Sends, routes, relays or refers information, special forms or items of material to proper persons or departments. Gives out various materials, forms or other items upon request of customers, clients or other individuals.

May receive and sort mail. May keep record of telephone calls. May summon employees, officials or other individuals to a specific location by contacting them personally or by means of telephone, buzzer or other signal system. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES AND SKILLS:

Ability to learn and remember names, office locations, functions of various departments and related information.

Ability to deal with callers and visitors tactfully and courteously.

Ability to communicate information clearly in oral form.

Ability to learn and develop skill in the operation of a telephone switchboard (this statement should be adapted to type of equipment used).

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

None.

STOCK CLERK SERIES

The STOCK CLERK series includes those jobs concerned with receiving, storing, issuing, and delivering supplies and materials and maintaining related records as the main responsibility of the job. Advanced levels usually exercise supervision over beginning levels and perform more difficult phases of work. Stock work dealing with automotive parts is often classified separately due to the application of a separate, specific body of knowledge concerning automobile parts and equipment maintenance (AUTO PARTS CLERK).

STOCK CLERK I

DEFINITION

Under direct to general supervision performs routine clerical and manual duties in a stockroom to receive, store, issue, and deliver supplies and materials, and perform related duties as required.

DUTIES

Receives, unwraps, and unpacks deliveries of stock and supplies. Checks actual quantity, quality, condition, and type of item delivered against packing slip, invoice, or requisition form to verify correctness of the item(s) delivered. Puts stock in and removes from specific or predetermined places or containers.

Receives requisition forms for issuance of supplies. Checks numerical and verbal data on requisition form against standard form for errors or omissions. Issues supplies from stock and delivers on foot using a handtruck or using an automobile.

Makes routine checks for and keeps a running balance of supplies on hand to maintain perpetual inventory of stock. Makes routine entries in stock record books or on special forms by longhand or using a typewriter. Counts various items and calls out or reads aloud numbers and names of items and other data listed on special forms or assembled in classified or unclassified groups or lots. Cleans, sweeps, dusts, and otherwise tidies up stockroom.

Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to keep accurate records and make simple computations involving addition and subtraction.

Ability to lift objects weighing ___ pounds and carry up to ___ feet (occasionally, often, frequently). Specify weight, distance, and frequency to reflect only the requirements of the specific job.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

None.

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STOCK CLERK II

DEFINITION

Under direction, supervises and participates in the operation of a stockroom and performs related duties as required.

DUTIES

Supervises activities of subordinate personnel performing duties as described under the "master" supervisory classification. Makes estimates of requirements for maintaining stock level. Authorizes expenditures for stock replenishment basing decisions on rules of action, general policy, or executive request. Makes requisition orders for necessary supplies and materials. May obtain various information such as sources, availability, prices, etc., of items of stock by consulting catalogs or other sources.

Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of methods and procedures of storekeeping.

Knowledge of stock and its uses.

Ability to inventory stock and keep related records.

Ability to secure information from stock catalogs.

Ability to orgainze a variety of work duties and delegate effectively to others.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work, and recognizing ability and effort.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in stock work sufficient to supervise the work of subordinate stock personnel.

METER READER SERIES

The METER READER series consists of those jobs whose main responsibility is reading utility meters at consumer sites and keeping related records. The advanced-level METER READER performs some duties as described in the master classification of SUPERVISOR.

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METER READER I

DEFINITION

Under general supervision, reads electric and water consumption meters, records volume used, and performs related work as required.

DUTIES

Walks or drives truck over established route and takes readings of meter dials. Inspects meters and connections for defects, damage, and unauthorized connections. Indicates irregularities on forms for necessary action by service department. Checks readings to locate abnormal consumption and records reasons for fluctuations. Returns route book to business office for billing purposes.

Answers questions and provides routine information personally to customers. Receives and refers customer complaints to appropriate authority. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Accuracy in keeping records and filling out business forms.

Ability to deal with public tactfully and courteously.

Ability to communicate information clearly in oral form.

Physical strength and stamina to walk for extended periods of time under possible adverse weather conditions (when appropriate).

Possession of or ability to obtain appropriate operator's license for type of vehicle operated (when appropriate).

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

None.

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METER READER II

DEFINITION

Under direction, supervises and coordinates the activities of subordinates involved in utility meter reading and maintaining related records and performs related work as required.

DUTIES

Arranges routes equitably among subordinates, checks accuracy, verifies their work and performs other supervisory duties as described under the "master" supervisory classification. Verifies rates and addresses of new service accounts. Reviews reports and notifies authorities of attempted diversions, defective meters, and other irregularities. Investigates customer complaints received through subordinates. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to keep records accurately.

Ability to organize a variety of work duties and delegate effectively to others.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work, and recognizing ability and effort.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in reading meters and dealing with the public sufficient to supervise the work of others performing the same.

DUPLICATING MACHINE OPERATOR SERIES

The DUPLICATING MACHINE OPERATOR series consists of those jobs with a main responsibility of and preponderence of duties dealing with operating multilith offset printing and/or other duplicating and reproducing machines and related equipment. Different levels distinguish themselves by the responsibility for exercising supervision and/or performing more difficult duplicating operations.

DUPLICATING MACHINE OPERATOR I

DEFINITION

Under direct supervision, performs duties of routine difficulty in operation of multilith offset printing equipment and other duplicating and reproducing machines and performs related duties as required.

DUTIES

Makes duplicate copies of typewritten or handwritten numerical, verbal or diagramatic matter using multilith offset press and related duplicating machines and equipment. Prepares plates, mats and master copies for duplicating. Sets up machine. Cuts paper to desired size using trimming machine. Assembles duplicated material into specific groups or sequences by hand or using a collating machine. Fastens together material using stapling apparatus or punching and binding machines. Delivers and distributes duplicated material on foot using a handcart or by automobile.

Adjusts, cleans and performs other minor duplicating machine maintenance. Cleans and otherwise keeps print shop in order. Receives, unwraps and unpacks deliveries of paper, ink and other duplicating supplies. Puts supplies into specific or predetermined places or containers.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES AND SKILLS:

Ability to understand and follow oral and written instructions.

Ability to establish and maintain harmonious relationships with other employees.

Accuracy in simple computations involving addition and subtraction.

Ability to sort a variety of material with accuracy following a designated system.

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

None.

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DUPLICATING MACHINE OPERATOR II

DEFINITION

Under general supervision to direction, supervises and participates in operation of mulilith offset printing machine and other duplicating and reproducing machines and related equipment and performs related duties as required.

DUTIES

Assigns individuals to specific duties and directs individuals in the performance of their assigned duties. Reviews and analyzes work of others, calling attention to use of correct and incorrect procedures or methods and correct and incorrect results. Orients and trains new employees.

Makes estimates of time and materials required for duplicating jobs. Makes suggestions in design of special business forms. Makes out routine schedules of work and production. Prepares routine reports, based on information at hand, following designated procedures.

Issues business forms and related supplies upon request. Makes routine checks for and keeps a running balance of duplicating supplies on hand. Determines need for and makes routine orders for replenishment of supplies.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES AND SKILLS:

Knowledge of the operation, basic maintenance requirements, and uses of offset duplicating machines and related equipment.

Knowledge of storekeeping methods for print shop supplies.

Knowledge of papers, inks and other supplies used in print shop.

Ability to make accurate estimates of time and materials required for various types of duplicating jobs.

Ability to organize a variety of work duties and delegate effectively to others.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work and recognizing ability and effort.

Skill in the operation and adjustment of various duplicating, reproducing and related machines with speed and precision.

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

Experience in the operation and maintenance of various types of printing and duplicating machines and equipment.

PARKING ENFORCEMENT OFFICER

DEFINITION

Under general supervision, enforces municipal parking regulations by issuing citations for violation of parking regulations.

DUTIES

Patrols assigned area of city, such as public parking lots or city streets, on foot, in motor scooter or in other vehicle to check for violations of parking regulations. Issues citations for violations, such as overtime parking and illegal parking according to designated methods by longhand and places on vehicle.

Answers questions and gives requested directions or other information. Explains details of parking regulations upon request. Prepares routine lists of citations issued according to designated system by longhand or other means.

May wind meters. May report location of defective meters. Perform related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES AND SKILLS:

Ability to learn regulations and policies concerning parking of vehicles within the city.

Ability to learn safe operation of motor scooter or other vehicle and obtain valid operator's license.

Ability to learn basic geography of city.

Ability to communicate in oral form information such as municipal parking regulations clearly, tactfully and courteously.

Ability to complete special forms such as parking citations and keep simple records.

Physical strength and endurance to permit standing and walking for extended periods of time sometimes in adverse weather.

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

None.

PARKING METER REPAIRPERSON SERIES

The PARKING METER REPAIRPERSON series consists of those jobs dealing with the service and repair of parking meters. Advanced levels act as a foreman and supervise beginning levels.

PARKING METER REPAIRPERSON I

DEFINITION

Under general supervision, repairs and maintains parking meters and allied equipment and performs related duties as required.

DUTIES

Examines defective parking meters to determine malfunction. Repairs meters using handtools by adjusting mechanisms, repairing or replacing worn parts, removing jammed coins or foreign matter or by other means on location for minor repairs or in repair shop for major repairs after replacing defective meter head. Straightens meter standards; replaces broken glass; cleans and oils meters and meter parts and performs other preventative maintenance of meters on regular schedule using handtools. Installs new or replaces meter posts and heads.

May wind meters. May collect money from parking meters.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES AND SKILLS:

Ability to learn operating principles and methods of repair of small motors or mechanisms such as a clock or other timing device.

Ability to learn to detect causes of malfunctions in timing devices.

Ability to learn operation and methods of repair of parking meters within reasonable training period.

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

None.

PARKING METER REPAIRPERSON II

DEFINITION

Under direction, supervises and participates in the maintenance and repair of parking meters.

DUTIES

Determines and plans a program or schedule of meter service, repair, installation, and replacement according to maintenance service records, executive request, or department policy. Plans, coordinates, and assigns subordinates to specific parking meter maintenance and repair duties. Directs subordinates in maintenance and repair of meters, especially in more difficult repair work. Trains and orients new employees to job duties. Reviews and analyzes maintenance and repair work periodically, calling attention to correct and incorrect methods and results.

Determines need for and makes routine orders for meter repair parts and supplies. Makes routine entries in record books and on forms for such purposes as keeping maintenance service records to facilitate preventative maintenance or replacement of meters and keeping time and work records for subordinates. Prepares routine reports, based on information at hand, following designated procedures.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of operating principles and methods of repair of parking meters of the type or types in use.

Ability to detect and correct or repair malfunctions of parking meters.

Ability to keep routine records and prepare reports from such records.

Ability to plan and organize a variety of work duties and delegate effectively to others.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work, recognizing ability and effort.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in the repair and maintenance of parking meters.

INSPECTION CLASSIFICATIONS

These classifications consist of those jobs concerning inspection and related control over building construction, existing buildings, electrical or plumbing installations, or other structural or related areas. These sample classifications, like the FOREMAN classification, are "master" classifications. Specific classes should be created according to the type of inspection performed, e.g., BUILDING INSPECTOR, PLUMBING INSPECTOR, ELECTRICAL INSPECTOR, HEATING INSPECTOR, SIGN INSPECTOR, etc.

Municipalities might consider creating TRAINEE classes in the various fields in inspection, if possible. Certain curricula offered at the Area Community College level provide both pre-service and in-service training in the inspection fields. Cities have traditionally used experienced craftsmen from the respective trades to fill positions in the inspection fields. However, utilization of the community college can have a strong impact upon the recruitment and selection of employees in these areas. Provided that the necessary INSPECTOR TRAINEE classes are established to allow for a blending of work experience with a structured inspection curriculum, community colleges could offer a new source of recruitment to cities as a complement to other sources of recruitment for the inspection occupations. Entry requirements listed below consider the possibility of using such vocationally-trained applicants.

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INSPECTOR TRAINEE

DEFINITION

Under direct supervision, performs inspection duties initially of routine difficulty, progressing to those of increasing difficulty with experience and performs related duties as required.

DUTIES

Receives and processes permit applications for simple types of construction and installation projects. Makes preliminary approvals subject to review by inspectors. Determines amount of and collects permit fees using standard schedules; writes out receipts and issues permit forms for building, plumbing, or electrical permits and miscellaneous permits and application. Answers questions concerning methods and procedures, regulations, requirements, and codes directly or by telephone to interested parties.

Inspects simple constructions or installations; makes observations and reports of routine code violations. Reads various material such as codes or manuals to gain familiarity with respective inspection requirements and regulations in codes and proper office methods and procedures.

Prepares routine inspection reports; files permits and other material following designated system. Performs increasingly difficult inspection projects in time as part of training program. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to use measuring devices, such as tape measure.

Arithmetic ability including calculating percentages and/or fractions (addition, subtraction, multiplication, and division).

Ability to file accurately, following a designated system.

Accuracy in filling out business forms.

Ability to read maps, charts, blue prints or simple diagrams.

Ability to communicate information, both orally and in writing utilizing basic knowledge of language used in construction or installation field.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Applicants should present evidence of the ability to read and interpret reading material of high school difficulty plus previous basic experience in respective trade work sufficient to learn language used and materials and methods used in simpler construction projects or installations of respective inspection area or vocational training such as community college inspection coursework taken either previously or concurrently to employment or equivalent training or experience.

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INSPECTOR I

DEFINITION

Under general supervision, inspects building construction, existing buildings, electrical or plumbing installations, or other structural or related areas; controls issuance of respective permits; confers with contractors and property owners; and performs related duties to enforce building, electrical, plumbing, mechanical, or other municipal codes and related regulations.

DUTIES

Examines blueprints, drawings, diagrams, specifications, or other plans of new structures, installations, etc., or contemplated repairs of old ones for conformance with related codes and regulations. Inspects new structures, installations, etc., under construction to insure completed work is in accordance with approved plans and specifications meeting respective codes and regulations and/or inspects existing structures, installations, etc., to detect structural failures, defective installations, safety hazards, sanitary conditions, or other violations to respective codes and regulations. Warns owners and contractors of inadequacies and unsafe conditions and orders compliance with established standards when necessary. Explains and interprets regulations and codes to builders, property owners, or other interested parties.

Reviews requests for and controls issue of permits for building construction, electrical and plumbing installation, or other related work. Records information concerning permits granted and inspections completed. Prepares reports of types and cost of construction within jurisdiction.

Testifies in court on code violation cases.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of principles, practices, methods, materials, equipment, tools, and terminology of area of inspection.

Knowledge of pertinent codes and regulations of area of inspection.

Ability to detect violations to codes and regulations and enforce compliance effectively and tactfully.

Ability to read and interpret blueprints, drawings, diagrams, specifications, plans, and other technical material related to area of inspection and to compare such material to construction work in progress.

Ability to establish and maintain good working relationships with property owners, contractors, and other public contacts.

Ability to keep records and prepare reports.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience as INSPECTOR TRAINEE or experience at journeyman level in respective trade. Note: Supplemental training requirements in inspection technology program at community college level as a prerequisite or corequisite to employment may be desirable depending upon availability.

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INSPECTOR II

DEFINITION

Under direction, supervises the enforcement of building, electrical, plumbing, mecahnical, or related codes and regulations within the municipality; participates in the more complex aspects of inspections; and performs related duties as required.

DUTIES

Plans, coordinates, and assigns duties of subordinate INSPECTORS and clerical staff in enforcement of respective codes and regulations. Directs individuals in performance of duties including training and orienting new employees to job duties. Reviews and analyzes work of subordinates through reports of inspections. Inspects complex structures, installations, etc., if necessary, to solve technical problems and cases without precedence or policy. Determines action to be taken against violators. Prepares complex and technical reports concerning inspection activities.

Explains and interprets technical points of codes and regulations to subordinates, property owners, contractors, and other interested parties. Attends hearings and relates views and recommendations for revision of respective codes and regulations.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge in depth of respective codes and regulations and methods and techniques of inspections.

Knowledge of new and emerging construction methods and techniques.

Ability to plan and organize a variety of work duties and delegate effectively to others.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work, and recognizing ability and effort.

Ability to communicate information clearly, both orally and in writing.

Ability to deal with contractors and property owners, visitors and callers, and other persons tactfully and courteously.

Ability to perform complex inspections and prepare reports regarding code violations for hearings and other written reports.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in inspecting structures, installations, etc., in the enforcement of municipal codes and regulations. Note: As in lower-level INSPECTORS, community college-level training in inspection technology may also be desirable.

SUB-PROFESSIONAL ENGINEERING SERIES

This group includes occupations concerned with performing sub-professional engineering duties such as drafting, surveying and public works construction inspection. The structure and content of jobs in this work area tend to vary. Depending upon the degree of specialization, some workers may perform only drafting work and others only surveying or inspection work in one jurisdiction while at another jurisdiction workers may be involved in all phases of sub-professional engineering. In the case of the latter, a classification such as ENGINEERING AIDE or ENGINEERING TECHNICIAN may be used, which includes generally the same job duties and skills displayed below in the sample classes, but in different combinations. Sample classifications included here include: DRAFTING TRAINEE, DRAFTSPERSON I, DRAFTSPERSON II, ROD AND CHAIN PERSON, INSTRUMENT PERSON, SURVEYOR, PUBLIC WORKS CONSTRUCTION INSPECTOR I, AND PUBLIC WORKS CONSTRUCTION INSPECTOR II.

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DRAFTING TRAINEE

DEFINITION

Under direct supervision, performs basic drafting work and related work as required.

DUTIES

Copies plans and drawings for streets, alleys, water and sewer distribution lines, and related projects prepared by DRAFTSPERSON I by tracing them with ink and pencil on transparent paper or cloth spread over drawings, using triangle, T-square, compass, pens, and other drafting instruments. Makes simple sketches or drawings under close supervision in an on-the-job training situation. Makes routine computations involving algebra and geometry. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to perform basic drafting and drawing work utilizing knowledge of the methods of drafting and proper use of drafting equipment.

Ability to make computations using algebra and geometry.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Courses in drafting and engineering drawing at the high school or vocational school level.

DRAFTSPERSON I

DEFINITION

Under general supervision, performs drafting work of average difficulty and related work as required.

DUTIES

Prepares clear, complete, and accurate working plans and detailed drawings from sketches and notes for streets, alleys, water and sewer distribution lines, and other related projects according to specified dimensions utilizing knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences and exercising manual skill in the manipulation of triangle, T-square, pens and other drafting tools.

Makes detail plats for street openings and closings, rezoning, subdivisions, and other developments. Copies, reduces, enlarges, and corrects maps and sketches. Files maps and other records. Performs routine tracing and lettering. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of methods and terminology and symbols used in drafting and proper use of drafting equipment.

Knowledge of machines, engineering practices, applied mathematics, building materials, and related physical sciences of basic drafting work.

Mathematical accuracy in algebra, geometry, and trigonometry.

Ability to produce precise, accurate, readable plans and drawings.

Skill in the use of drafting instruments.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Courses at the high school or equivalent level in drafting and mathematics and experience in drafting work sufficient for familiarization with basic methods of drafting and relationship of machines, engineering practices, applied mathematics, and building materials to drafting work.

DRAFTSPERSON II

DEFINITION

Under direction, supervises activities of subordinate drafting personnel and participates in more complex phases of drafting work; performs related work as required.

DUTIES

Assigns, directs, and coordinates the work of subordinate drafting personnel in drafting and related work. Orients and trains employees; gives technical assistance and instruction on more difficult phases of work. Reviews and checks in-progress and completed work for neatness, accuracy, and completeness.

Performs complex research, plotting, and drafting work. Reconciles field notes with existing records. Prepares, checks, and interprets legal descriptions. Consults with officials and other persons to determine drafting and recording requirements and priorities. Determines need for and requisitions drafting materials and supplies. May perform other duties as described under SUPERVISOR. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to organize a variety of drafting projects and duties and delegate effectively to subordinate drafting personnel utilizing knowledge of methods, practices, and techniques of engineering drafting.

Ability to communicate information clearly, both orally and in writing, utilizing knowledge of terminology used in engineering drafting.

Ability to make complex engineering computations utilizing knowledge of mathematics and trigonometry as applied to standard drafting formulas.

Ability to prepare and interpret legal descriptions, field notes, engineering records, and maps.

Skill in the use and care of drafting equipment and instruments.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Courses at the high school or equivalent level in drafting and mathematics and experience in drafting work sufficient to supervise activities of subordinate drafting personnel.

ROD AND CHAIN PERSON

DEFINITION

Under direct supervision, performs non-professional engineering work of routine difficulty to assist in determining elevations and laying out construction stakes for mapmaking, construction, and other surveys; performs related work as required.

DUTIES

Holds level rod or stadia rod at designated points. Moves rod or target on rod, following hand or verbal signals, to establish exact point or reading required. Calls out reading or writes station number and reading in notebook. Marks points of measurement with elevation, station number, or other identifying mark. Carries and sets stakes and clears brush from survey line. May measure distances as directed between survey points established or to be established using steel or cloth tape or surveyor's chain where employees work in pairs, one holding the head end of tape and establishing most advanced measuring point, while the other holds rear end of tape at last established point. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to understand and follow oral and written instructions.

Physical stamina sufficient to work outdoors occasionally under adverse weather conditions.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

None.

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INSTRUMENT PERSON

DEFINITION

Under general supervision, operates engineering survey instruments on survey party and performs related work as required.

DUTIES

Operates transit, level, alidade, theodolite, and other surveying instruments to obtain data pertaining to angles, elevations, points, and contours for engineering purposes such as construction or mapmaking. Compiles field notes and records of data obtained. Makes preliminary sketches from field notes for subsequent survey work or as guide for drafting work. Performs related work as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Accuracy in measurement and computations with survey instruments utilizing knowledge of and skill in the use of survey instruments.

Ability to understand and follow oral and written instructions and work from sketches utilizing knowledge of survey terminology and symbols.

Ability to reduce field notes and make preliminary sketches.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in land survey work or partial substitution of courses in mathematics such as algebra or plane geometry.

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SURVEYOR

DEFINITION

Under direction to general direction, oversees engineering survey work and performs related work as required.

DUTIES

Calculates information needed to conduct survey from notes, maps, deeds, or other records. Keeps accurate notes, records, and sketches of work performed or data secured. Surveys land and determines lines, angles, distances, and elevations using surveying instruments and verifies accuracy of survey data secured by mathematical calculations. Inspects or checks and adjusts surveying instruments to maintain accuracy and directs others in the performance of the same. Performs some duties as described under SUPERVISOR; performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of principles and techniques of engineering surveying.

Ability to make mathematical calculations including trigonometric calculations.

Ability to supervise work of a survey party as described under SUPERVISOR.

Skill in the use of surveying instruments.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Courses in mathematics including trigonometry plus experience in surveying sufficient to lead a survey party in various surveying assignments. Registration with the state as a Land Surveyor is sometimes required.

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PUBLIC WORKS INSPECTOR I

DEFINITION

Under general supervision, performs routine inspections of public works construction projects and performs related work as required.

DUTIES

Inspects public works construction pbojects in progress and completed such as curb and gutter construction, asphalt paving, storm and sanitary sewer lines, and related projects against written plans and drawings to assure compliance with approved specifications and city requirements. Keeps records of inspections and materials used on projects and prepares reports from such records.

JOB REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to inspect general public works projects and to compare work completed and in progress against written plans and specifications utilizing knowledge of construction methods and materials and skill in the use of survey and other instruments to make on-site checks.

Ability to read and interpret blueprints, plans, specifications, and related engineering drawings.

Ability to deal effectively with contractors in enforcing compliance with plans and specifications.

Ability to keep accurate and complete records of inspections and prepare reports from such records utilizing knowledge of engineering office practices.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in construction work or sub-professional engineering sufficient to perform inspections of construction projects of average complexity.

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PUBLIC WORKS INSPECTOR II

DEFINITION

Under direction, supervises, coordinates, and particapates in the activities of subordinate public works construction inspectors and performs related work as required.

DUTIES

Plans, schedules and coordinates work of subordinate inspectors. Assigns duties to inspectors and issues written and oral orders and instructions. Examines and checks work of subordinates calling attention to correct and incorrect procedures, methods, entries, or results. Directs subordinate inspectors in the performance of duties and personally performs inspections of unusual or complex nature. Adjusts errors and complaints and handles grievances referred by subordinates. Explains and interprets regulations and specifications to contractors, public, and other interested parties.

Prepares composite reports from individual reports of subordinates. May perform other duties as described under SUPERVISOR. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to inspect public works projects of above average complexity and compare with written plans and specifications utilizing considerable knowledge of construction methods and materials and engineering specifications and standards.

Ability to organize a variety of work duties and delegate effectively to others utilizing knowledge of principles, practices, methods, and procedures of construction inspection.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work, and recognizing ability and effort.

Ability to prepare complex, composite reports from individual reports.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in construction trades or inspection sufficient to perform complex inspections and supervise the work of subordinate inspectors.

CERTIFICATION OF WATER TREATMENT AND WASTE WATER TREATMENT OPERATORS

Special certification for certain occupations in the water treatment and waste water treatment fields is required by state law and administered through the Environmental Engineering Service in the State Department of Public Health. Such occupations are those with "direct responsibility" in water treatment and waste water treatment. As defined by state law "'direct responsibility' refers to that operator who has active field supervision of a water supply system or a wastewater treatment plant or who is required in the performance of the normal duties to give responsible, technical advice and part-time supervision of the technical aspects, rather than only general administrative supervision, of operation." This certification program is also available to operators not having "direct responsibility." However, we suggest that local officials do not require certification for such jobs since to do so would be contrary to the spirit of equal employment opportunity. Such matters should be left to the initiative of the individual employees. Further information is available through the aforementioned Environmental Engineering Service.

All persons upon entry to positions with "direct responsibility" are expected to possess the grade of certification for the respective facility as determined and issued by the State of Iowa through the Environmental Engineering Service in the State Department of Health. To qualify for certification, all persons must meet the following education and experience requirements in the respective field:

Grade I: a. Two years high school or equivalent and one year of direct responsibility or one year in operation of water distribution system, water treatment plant, or waste water treatment plant, or

b. Produce educational qualifications and experience satisfactory to the board of certification and demonstrate ability to operate a water distribution system, water treatment plant, or waste water treatment plant with limited supervision.

Grade II: a. High school education or equivalent and one year of direct responsibility without substitution as allowed in Sec. 6.2 or three years in operation of a water distribution system, water treatment plant, or waste water treatment plant, or

b. Two years high school or equivalent and four years of direct responsibility or six years in operation of a water distribution system, water treatment plant, or waste water treatment plant.

Grade III: a. Two years college and three years of direct responsibility or five years in operation of a water distribution system, water treatment plant, or waste water treatment plant of a Grade II or higher classification facility, or

b. High school education or equivalent and four years of direct responsibility or six years in operation of a water distribution system, water treatment plant, or waste water treatment plant of a Grade II or higher classification facility.

Grade IV: a. A degree of Bachelor of Science in engineering (with special courses or two years experience in sanitary sciences) and two years in direct responsibility or four years in operation of a Grade III or higher classification of a water treatment or waste water treatment plant, or

b. Four years of college and three years of direct responsibility or five years in operation of a Grade III or higher classification of a water treatment or waste water treatment plant, or

c. High school education or equivalent and six years of direct responsibility or eight years in operation of a Grade III or higher classification of a water treatment plant or waste water treatment plant.

Section 6.2: The following substitutions or equivalents for required experience or training may be accepted by the board of certification.

a. Two years experience in operation of a water distribution system, water treatment plant, or waste water treatment plant may be substituted for one year of high school or two years of grammar school education.

b. Satisfactory completion of training courses accepted by the board of certification may be considered as equivalent to two years of grade school, or two years of experience in operation, or one year of direct responsibility in operation, or one year of high school, or one-half year of college, non-engineering.

c. The secretary shall record in such applicant's file the substitute qualifications that have been accepted by the board in the issuance of any certificate.

d. The board of certification may waive the experience requirements in exceptional situations.

WATER PLANT OPERATOR SERIES

The WATER PLANT OPERATOR series consists of those jobs with the primary responsibility of operating and maintaining machines and equipment to transfer, distribute, and regulate the pressure and flow of raw and processed water. When preparing the supervisory classification in this series (WATER PLANT OPERATOR II), the SUPERVISOR classification should be used in conjunction with the information below.

WATER PLANT OPERATOR I

DEFINITION

Under general supervision, operates and maintains water treatment plant equipment to purify and clarify water and to transfer, distribute, and regulate pressure and flow of water and performs related work as required.

DUTIES

Starts and regulates motors, pumps, and valves by manipulating switches, levers, and wheels to transfer water into treatment plant or processed water to consumers. Reads and interprets meters and guages to determine need for regulating equipment to meet demand. Lubricates and makes minor adjustments and repairs to equipment. Records meter readings and other operating data and writes reports.

May observe and test condition of water using standard laboratory tests and add or adjust addition of purifying chemicals and softening agents. Performs general cleaning and maintenance duties. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to understand and follow oral and written instructions.

Ability to read meters, guages, and charts accurately and to record meter readings and maintain other operating data and write reports.

Ability to lubricate and inspect mechanical and electrical equipment and repair minor defects and malfunctions of operation utilizing knowledge of operation and service requirements of mechanical and electrical equipment.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in the operation and minor maintenance of mechanical and electrical equipment.

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WATER PLANT OPERATOR II

DEFINITION

Under direction, supervises and participates in the operation and maintenance of equipment in a water treatment plant and performs related duties as required.

DUTIES

Trains workers in the operation and maintenance of equipment. Maintains time and production records and prepares periodic reports of plant operation. Collects and tests water samples in accordance with established standards of State Health Department. Performs duties as described under SUPERVISOR. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to understand and follow moderately complex oral and written instructions and diagrams.

Ability to inspect and detect flaws in operation of and ability to make routine repairs and adjustments to mechanical and electrical equipment utilizing knowledge of operating characteristics and maintenance requirements of mechanical and electrical equipment used in water pumping and treatment plant.

Ability to perform physical, chemical, and bacteriological tests on water utilizing knowledge of chemical and bacteriological processes involved in the treatment of water.

Ability to organize duties related to water pumping and treatment plant and delegate effectively to subordinates utilizing knowledge of hydraulic, chemical, and mechanical principles of operation and methods, practices, and procedures involved in the treatment of water.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work, and recognizing ability and effort.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in the operation and minor maintenance of mechanical and electrical equipment in treatment plant sufficient to supervise the same.

SPECIAL REQUIREMENT:

See explanation of certification process.

SEWAGE PLANT OPERATOR SERIES

The SEWAGE PLANT OPERATOR series consists of those jobs with the primary responsibility of operating and maintaining machines and equipment in a sewage treatment facility. When preparing the supervisory classification in this series, (SEWAGE PLANT OPERATOR II), the SUPERVISOR classification should be used in conjunction with the information below.

SEWAGE PLANT OPERATOR I

DEFINITION

Under general supervision, operates sewage equipment in sewage treatment plant or sewage pumping station to control flowing and processing of sewage and performs related duties as required.

DUTIES

Monitors control panels; reads meters and gauges; adjusts valves and gates manually or by remote control; and starts and stops pumps, engines, and generators to control flow of raw sewage through various processes of sewage treatment according to prescribed schedule, gauge and meter readings, or specific instruction. Records meter and gauge readings by hand in operations log book. Extracts sewage samples periodically and performs routine laboratory tests according to designated and well-defined procedures and techniques. Repairs minor deficiencies and lubricates equipment when necessary.

May supervise SUBORDINATE LABORERS. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to inspect waste water machinery and equipment for flaws and defects in operation and to correct such shortcomings utilizing knowledge of operation and maintenance requirements of such machinery and equipment and processes involved in waste water treatment.

Ability to read meters and gauges correctly.

Ability to maintain basic operating records and prepare simple reports.

Ability to work safely utilizing knowledge of occupational hazards and safety precautions.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in the operation and maintenance of mechanical and electrical equipment and machinery.

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SEWAGE PLANT OPERATOR II

DEFINITION

Under direction, supervises and participates in the operation and maintenance of a municipal sewage treatment plant and performs related duties as required.

DUTIES

Plans, schedules, and assigns duties of subordinate workers in the operation and maintenance of sewage treatment facilities. Directs individuals in the performance of duties, and reviews and analyzes work of subordinates through periodic inspections and examination of records calling attention to correct and incorrect methods, procedures, or results. Trains and orients new operating and maintenance personnel. Interviews and recommends applicants for hire.

Detects equipment in need of maintenance or repair through inspection. Services equipment needing minor repairs and reports major maintenance and repair needs. Reviews laboratory tests and orders changes and adjustments in plant operation on the basis of results according to established policies. Compiles records and prepares periodic reports on plant operation.

Performs other duties as described under SUPERVISOR; performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of principles and techniques of sewage treatment.

Ability to organize work duties in a sewage treatment facility and delegate effectively to others utilizing knowledge of operating principles and processes involved in the treatment of sewage.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work, and recognizing ability and effort.

Ability to communicate information clearly, both orally and in writing.

Ability to understand and follow moderately complex oral and written instructions and diagrams.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in the operation and maintenance of sewage treatment equipment and facilities.

SPECIAL REQUIREMENT:

Sewage Treatment Certification (see explanation).

TREATMENT PLANT MECHANIC CLASSIFICATION

This classification consists of those jobs whose main responsibility is repairing and maintaining machines and equipment in water and sewage treatment facilities. When not performing maintenance and repair duties, persons in these jobs may work as an operator in the treatment facility.

TREATMENT PLANT MACHANIC

DEFINITION

Under general supervision, repairs and maintains machines and equipment used in the treatment of water and sewage and performs related work as required.

DUTIES

Inspects machinery and equipment to diagnose cause of trouble. Determines types and methods of repair required. Dismantles or partially dismantles electric motors, turbines, gasoline and diesel engines, pumps, hydraulic valves, chlorinators, limers, meters, gauges, and other equipment in water or sewage treatment facility to gain access to or remove faulty parts, using hand and power tools, such as wrenches, screwdrivers, and hoists. Repairs of replaces defective parts. Fabricates machine parts using lathe, drill press, and related equipment. Welds using welding equipment. Inspects and tests repaired equipment for operability. Inspects machines and equipment periodically, lubricating moving parts and replacing worn parts for preventative maintenance. Makes decisions about whether work is better done by special contractor.

May operate treatment or pumping facilities on assigned shift as described in SEWAGE PLANT OPERATOR or WATER PLANT OPERATOR.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of the principles of operation of motors, pumps, small engines, turbines, valves, meters and related equipment and machines and of the methods, materials, and tools used in maintenance and repair of such equipment and machines.

Knowledge of occupational hazards and safety precautions.

Ability to inspect and diagnose malfunctions and mechanical problems in machines and equipment and determine appropriate maintenance requirements utilizing aforementioned knowledge.

Skill in repairing and maintaining equipment and machines using proper methods, materials, and tools, possibly to include lathe, drill press, and/or welding equipment.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in the repair of complex hydraulic machinery and equipment sufficient to diagnose and correct mechanical malfunctions.

AUTOMOBILE MECHANIC SERIES

The AUTOMOBILE MECHANIC series includes occupations concerned with repairing engines and accessories, power trains, suspension systems, and other mechanical units of automobiles, trucks, buses, and similar vehicles. Separate classifications are sometimes prepared for mechanics dealing with heavy and complex equipment such as trucks, buses, fire equipment, construction equipment and the like.

AUTOMOBILE MECHANIC HELPER

DEFINITION

Under direct supervision, performs unskilled and semi-skilled work assisting AUTOMOBILE MECHANICS to repair automotive vehicles and performs related duties as required.

DUTIES

Raises vehicle to specified level using hydraulic jacks. Removes and disassembles unit to be repaired such as engine, transmission, or differential using hand tools and power tools. Cleans unit using prescribed solvent. Washes, and lubricates vehicles, changes tires, checks batteries, and performs similar routine maintenance. Furnishes AUTOMOBILE MECHANICS with materials, tools, and supplies. Holds materials and tools. Cleans work area. Operates vehicles in the course of duties. Performs related work as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of automotive tools.

Ability to understand oral and written instructions.

Physical strength and endurance to lift heavy objects or apply extreme force on wrench.

Agility to work in positions other than standing or sitting.

Possession of or ability to obtain driver's or chauffeur's license.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

None.

AUTOMOBILE SERVICE MECHANIC

DEFINITION

Under general supervision, performs minor repair and tune-up of motor vehicles; performs related duties as required.

DUTIES

Replaces and adjusts fuel, electrical, and cooling system components, such as carburetor, fuel and water pumps, distributor, voltage regulator, coil, and generator, using hand tools. Replaces and adjusts sytem component parts, such as distributor breaker points add generator brushes. Cleans spark plug electrodes with sandblasting machine. Sets spark plug gap, using feeler gauge. Replaces defective chassis parts, such as shock absorbers, tie-rod ends, ball-jount suspension, brakeshoes, and wheel bearings. Installs automobile accessories, such as oil and air filters, windshield wiper blades, fan belts, and batteries.

Uses simple test equipment such as battery tester, timing light, anti-freeze tester, etc.

May fill fuel tank, add or change oil, lubricate chassis, or perform other similar routine maintenance of vehicles. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Knowledge of the occupational hazards and safety precautions to be used in the servicing of various types of automotive equipment.

Ability to understand and carry out oral and written instructions.

Ability to grease and lubricate automotive equipment utilizing knowledge of lubrication requirements of various types of automotive equipment.

Ability to install, replace, and adjust various system components and chassis parts of less complex nature utilizing knowledge of such mechanical parts of automotive equipment and knowledge of tools, materials, and methods used.

Skill in the use and care of necessary tools and equipment.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience or vocational training sufficient to learn the servicing and less complex repair of various types of automotive equipment.

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AUTOMOBILE MECHANIC I

DEFINITION

Under general supervision, repairs and overhauls automotive vehicles such as automobiles, buses, and trucks and performs related duties as required.

DUTIES

Examines vehicle and discusses with supervisor nature and extent of damage or malfunction. Plans work procedure, using charts, technical manuals, and experience. Removes unit, such as engine, transmission, or differential using wrenches and hoist. Disassembles unit and inspects parts for wear using micrometers, calipers, and thickness gauges. Repairs or replaces parts, such as pistons, rods, gears, valves, and bearings using mechanic's hand tools. Overhauls or replaces carburetors, blowers, generators, distributors, starters, and pumps. Rebuilds parts, such as crankshafts and cylinder blocks, using lathes, shapers, drill presses, and welding equipment. Rewires ignition system, lights, and instrument panel. Relines and adjusts brakes, alines front end, repairs or replaces shock absorbers, and solders leaks in radiators. Mends damaged body and fenders by hammering out or filling in dents and welding broken parts. Replaces and adjusts headlights, and installs and repairs accessories, such as radios, heaters, mirrors, and windshield wipers. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to read mechanical diagrams and charts and technical manuals.

Ability to detect by inspection worn and broken parts and improper adjustments and settings of parts in automotive assemblies.

Ability to diagnose or assist in the diagnosis of mechanical defects and malfunctions of various types of automotive equipment applying knowledge of construction, assembly, and principles of operation. Knowledge of test equipment.

Ability to correct and repair defects and malfunctions in automotive equipment applying knowledge of the methods, tools, equipment, and materials used in the maintenance and repair of various types of automotive equipment.

Ability to keep routine maintenance records and prepare routine reports.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience or vocational training sufficient to learn the principles of construction and operation and the methods of maintenance and repair of various types of automotive equipment.

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AUTOMOBILE MECHANIC II

DEFINITION

Under direction, supervises and coordinates the repair and overhaul of automotive vehicles and performs related work as required.

DUTIES

Inspects automotive equipment and diagnoses the defects or malfunctions. Estimates time, materials, and other requirements for repair. Supervises subordinate mechanics; performs duties as described under the SUPERVISOR classification.

May perform the most difficult overhaul and repair work on the larger and more complex equipment. Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to organize a variety of work duties and delegate effectively to others.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work, and recognizing ability and effort.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in the overhaul and repair of automotive equipment sufficient to supervise the same.

EQUIPMENT OPERATION CLASSIFICATIONS

This group of classifications consists of those occupations concerned primarily with operating mobile equipment of a variety of types, sizes and complexities in the transportation of various cargo; the removal and placement of earth materials and grading earth surfaces; the laying of concrete and other hard surfaced paving materials in highway, airport and related construction; in building surface or subsurface drainage systems and pipelines; and related activities.

The various types of equipment used to perform such functions within the jurisdiction might include: several types of trucks such as dump trucks, refuse collection trucks, tank trucks or similar trucks; excavating and grading equipment such as bulldozers, power-shovels, cranes, draglines, skip loaders, tractor end-loaders, or several additional types of excavating and grading equipment; and various other types of special equipment such as street sweepers.

Classification in the EQUIPMENT OPERATOR series by level is usually according to the type, size and complexity of operation of the equipment involved. All classes will have responsibility for effective, efficient and safe use of equipment. The number of levels within the series tends to vary accross jurisdictions according to the amount and types of equipment utilized. Each individual jurisdiction should construct sufficient levels within the series to adequately describe their particular situation.

EQUIPMENT OPERATOR

DEFINITION

Under general supervision, drives and operates truck, tractor or other similar motorized equipment and performs related duties as required.

DUTIES

Drives and operates gasoline or diesel-powered motorized equipment such as trucks, various sizes of tractors, cranes and other power equipment with boom attachments or similar types of equipment. Performs first-level operator's maintenance as applicable such as checking tires, lights, brakes, gas, oil and water; performs necessary emergency repairs. Observes indicators such as pressure gauges, ammeters, etc., to check proper function of machinery and stops operation when indicated. Operates attachments or special equipment by moving levers or pushing pedals. Observes hazards to safe operation and takes corrective action.

Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES AND SKILLS:

Ability to follow oral and written instructions.

Ability to operate trucks or equipment safely and efficiently and to make minor repairs and adjustments to equipment utilizing knowledge of the mechanical operations of trucks and equipment operated.

Knowledge of traffic and road laws as they apply to the operation of trucks and light motorized equipment.

Physical strength and endurance to perform manual tasks. (when applicable)

Ability to supervise a work crew as described under SUPERVISOR. (when applicable)

Ability to learn operation of new, different but allied machinery.

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

Experience in the operation of trucks and equipment related to job assignment sufficient to operate and maintain the same.

SPECIAL REQUIREMENTS:

Possession of or ability to obtain special license such as chauffeur's license.

UNSKILLED LABOR CLASSIFICATION

These classifications include jobs whose main responsibility is performing routine manual tasks requiring no special skills at time of hire. Any skills required for successful job performance are of such a nature that they may be learned or acquired during work orientation or during an on-the-job training period. Jobs requiring skills not of such a nature should be classified elsewhere. For instance, any janitorial or custodial work involving performance of electrical, plumbing, carpentry or related duties involving specific skills unable to be acquired on the job in a short period of time should be classified separate from jobs in this group.

Jobs in this group may be involved in gardening, cleaning, loading and moving material and otherwise maintaining municipal facilities and property. Gardening includes planting and caring for trees, shrubs, lawn coverings and other horticultural items. Loading and moving materials includes loading, conveying and unloading equipment and material by hand or by hand power applied to move hand trucks or carts. Cleaning includes cleaning objects to remove foreign matter by various methods, such as washing with water, steam or cleaning agents; wiping, brushing, sweeping or scraping; or suction or compressed air. Jobs that might be included in this group of classifications are maintenance workers in parks, streets, sewer and airport departments, garbage collectors, street cleaners (not including street sweeper operators), tree trimmers, custodians, janitors and similar occupations.

The classification offered below represents a "master" classification similar to that of SUPERVISOR. Not all jobs should necessarily be classified together. Classifications should be formed according to: 1) the physical demands of the job in terms of physical exertion required and physical coordination and dexterity required and 2) working conditions of the job in terms of hazards involved in the work and the existence of unpleasant, distasteful or disagreeable features. Jobs involving some type of unusual or extraordinary physical demands or working conditions as described above may be better classified separately. For instance, climbing trees or riding on the outside of a garbage collection truck represent unusual job hazards and may require some amount of physical coordination and dexterity to avoid bodily injury from falling. Furthermore, jobs requiring considerable physical exertion and/or having features that are unpleasant, distasteful or disagreeable (i.e. frequent or constant exposure to extremes of heat and/or cold; noise and vibration; fumes, odors, dust, or toxic conditions) may need to be classified separate from those jobs not containing such features.

LABORER

DEFINITION

Under supervision ranging from direct to general supervision, performs unskilled manual work concerning the construction, maintenance and repair of municipal facilities and property; performs related work as required.

DUTIES

Mows grass using hand or power-driven mower. Plants, waters, fertilizes, prunes, weeds and/or trims bushes, shrubs, hedges, trees, flowers and other plants using hand tools such as hoe, pruning shears, rake, shovel, hedge clippers, hose and saws.

Digs and fills holes in ground using spade, pick, shovel or post hole digger to set up highway signs and guardrails, to dig graves or for other purposes. Scoops dirt, asphalt, concrete and other material into or from truck using shovel. Spreads material evenly over roadbed and tamps with hand tamper or portable tamping machine when laying asphalt for roads, driveways, parking lots, ect.

Carries material such as equipment, supplies or garbage and loads or dumps into truck or otherwise conveys to different location or disposition. May occasionally drive truck in hauling material (note: If driving is more than occasionally, then classification should probably be Equipment Operator).

Makes minor repairs to and/or paints fences, benches, tables, walks, buildings using saw, hammer and nails and other hand tools or power tools. Erects and dismantles simple barricades for the laying and pouring of concrete or asphalt using saw, hammer and nails, etc.

Dusts furniture, walls and office machines and equipment. Sweeps and mops floors and stairways, scrubs and buffs floors using buffer. Washes windows. Vacuums rugs and carpets. Empties waste baskets and trash receptacles. Keeps lavatories in neat and orderly condition and replenishes supplies of soap and paper.

Removes roots, debris and other refuse from clogged sewerlines and drains using sewer cleaning machine. Cleans grit, sludge, trash and muck from sumps and catch basins.

May perform duties of a Helper and be classified as such, CARPENTER HELPER, PAINTER HELPER, etc. A Helper is a worker who assists another worker, usually of a higher level of competence or expertness, by performing a variety of duties, such as furnishing another worker with materials, tools and supplies; cleaning work area, machines and equipment; feeding or offbearing machine; holding materials or tools; and performing other routine duties.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES AND SKILLS:

Ability to understand and follow basic oral instructions.

Physical strength and endurance to perform manual labor for extended periods of time possibly under adverse weather conditions.

Ability to climb trees, ride on outside of truck, or perform similar activity calling for some coordination and dexterity (when applicable).

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

None.

SUPERVISORY CLASSIFICATIONS

These classifications consist of those jobs whose primary responsibility is to supervise and coordinate the activities of subordinate workers. Subordinate workers may be involved in laboring-type activities at skilled, semi-skilled, and/or unskilled levels. In such cases, the supervisor is commonly referred to as a FOREPERSON (FOREMAN, FORELADY). Alternatively, subordinate workers may be involved in office-type activities such as work of a clerical nature. The definition and description below represent a "master" classification, that is, one which describes a number of similar classifications that have common work elements or duties. The classification should not be used as is, but rather it should serve as a basis for all such classifications with adjustments and modifications made to reflect the specific nature of each class and a descriptive title such as ELECTRICIAN FOREMAN, PUBLIC WORKS FOREMAN, CLERK III, METER READER SUPERVISOR, or similar title to reveal the advanced status of the class. Classifications are normally made according to the process involved, craft of workers supervised, or similar process. Although several classifications can be described by the "master" classification below, considerable differences may exist in the level of difficulty of work performed between certain supervisory classifications.

DEFINITION

Under supervision varying from general supervision in some classifications to direction or general direction in others, supervises and coordinates activities of one or more subordinate workers and performs related work as required.

DUTIES

Studies production schedules and estimates man-hour requirements for completion of job assignment. Interprets departmental policies to workers and enforces safety regulations. Determines types of business and/or operational data to be recorded, forms or records to be used, or procedures to be followed. Adjusts work procedures to meet schedules and deadlines, using knowledge of capacities of machines and equipment. Recommends measures to improve work methods, equipment performance, and quality of work; suggests changes in working conditions and use of equipment to increase efficiency of department, shop, or work crew. Analyzes and resolves work problems, or assists workers in solving work problems. Initiates or suggests plans to motivate workers to achieve work goals.

Interprets specifications, blueprints, and/or job orders to workers, and assigns individuals to specific duties. Examines work done by subordinates and appraises quality, exactness, and neatness of work performed, calling attention to use of correct and incorrect procedures and methods or entries and results. Evaluates workers at specific intervals. Maintains time and production records. Prepares composite reports from individual reports of subordinates.

May interview, hire, and train new workers and recommend or initiate personnel actions, such as promotions, transfers, discharges, and disciplinary measures or assist in the process as delegated by superior. May estimate, requisition, and inspect materials needed. May confer with other supervisors to coordinate activites of individual work crews, sections, or departments. May confer with workers' representatives to resolve grievances. May set up machines and equipment for subordinates, or perform essentially the same duties as other workers, or assist subordinates in performing duties.

Performs related duties as required.

ENTRY REQUIREMENTS

REQUIRED KNOWLEDGES, ABILITIES, AND SKILLS:

Ability to organize a variety of work duties and delegate effectively to others utilizing knowledge of principles, practices, methods, and procedures of field of work.

Ability to relate effectively with subordinates in delegating work, suggesting improved ways of work, and recognizing ability and effort.

Ability to establish and adjust working procedures and methods and to estimate time, materials, and equipment required to complete job assignment applying knowledge of methods and procedures used and of operation and working capacities of machines and equipment used.

Ability to take leadership in developing and maintaining a working environment that is characterized by efficiency, cooperation, and positive interpersonal attitudes.

Ability to read and interpret specifications, blueprints, job orders, or other job-related material.

Ability to enforce safety regulations using knowledge of the hazards and safety precautions of work activities.

Ability to keep time and production records and prepare reports from such records and from individual reports of subordinates.

Skill in some or all of the activities of the workers supervised (if applicable).

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE:

Experience in the relevant work field sufficient to supervise the activities of a group of subordinate workers.

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